



# City of Appleton

100 North Appleton Street  
Appleton, WI 54911-4799  
[www.appleton.org](http://www.appleton.org)

## Meeting Agenda - Final

### Human Resources & Information Technology Committee

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Wednesday, October 11, 2017

6:30 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

[17-1524](#) Minutes from July 26, 2017

**Attachments:** [Minutes 7-26-17.pdf](#)

#### 4. Public Hearings/Apearances

#### 5. Action Items

[17-1538](#) Request to approve the 2018 Seasonal Pay Plan with a 1.25% adjustment and addition of Election Workers to the schedule.

**Attachments:** [2018 Seasonal Pay Plan.pdf](#)

[17-1532](#) Request to approve changes to the Salary Administration Policy

**Attachments:** [Salary Administration Policy 2017.pdf](#)

[17-1545](#) Request to approve Aldermanic salary for the 2019 election year

**Attachments:** [Elected Alderperson Salaries.pdf](#)

#### 6. Information Items

[17-1528](#) Changes to the Network Security & Use of Technology Policy

**Attachments:** [Network Security and Use of Technology Policy.pdf](#)

[17-1537](#) 2018 Information Technology budget

**Attachments:** [2018 I.T. budget.pdf](#)

- [17-1527](#) Premium contribution and funding levels for 2018 medical plans
- [17-1529](#) Report out vacation exception for newly hired Transit Operations Specialist
- [17-1531](#) Report out moving expense paid for newly hired Diversity and Inclusion Coordinator
- [17-1544](#) Changes to the Dress Code Policy
- Attachments:** [Dress Code Policy.pdf](#)
- [17-1526](#) Changes to the AED Policy
- Attachments:** [AED Policy.pdf](#)
- [17-1536](#) 2018 Human Resources Budget
- Attachments:** [2018 Human Resources budget.pdf](#)
- [17-1535](#) Recruitment Status Report 10-6-17
- Attachments:** [RSR thru 10-06-17.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 920-832-6426.*



# City of Appleton

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## Meeting Minutes Human Resources & Information Technology Committee

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Wednesday, July 26, 2017

6:30 PM

Council Chambers, 6th Floor

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1. Call meeting to order

2. Roll call of membership

**Present:** 5 - Konetzke, Plank, Spears, Coenen and Baker

3. Approval of minutes from previous meeting

**Coenen moved, seconded by Plank, that the be approved. Roll Call. Motion carried by the following vote:**

**Aye:** 4 - Konetzke, Plank, Coenen and Baker

**Abstained:** 1 - Spears

[17-1057](#)

Minutes from 6/14/17

**Attachments:** [Minutes 6-14-17.pdf](#)

4. Public Hearings/Appealances

5. Action Items

[17-1059](#)

Request to approve Public Works reorganization to create a Lead Clerical position and move the clerical staff supervision under the Assistant City Engineer.

**Attachments:** [DPW TO reorganization 7-11-17.pdf](#)

**Coenen moved, seconded by Spears, that the Report Action Item be approved. Roll Call. Motion carried by the following vote:**

**Aye:** 5 - Konetzke, Plank, Spears, Coenen and Baker

[17-1062](#)

Request to approve new Bone Marrow and Organ Donation Leave policy

**Attachments:** [Bone Marrow and Organ Donation Leave Policy.pdf](#)

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

Aye: 5 - Konetzke, Plank, Spears, Coenen and Baker

## 6. Information Items

- [17-1156](#) 2017 Information Technology mid year budget report  
**Attachments:** [Information Technology Department 2017 Mid-Year Report.pdf](#)  
This Presentation was received and filed
- [17-1139](#) Human Resources mid year budget report  
**Attachments:** [2017 HR Mid Year Report.pdf](#)  
This Presentation was received and filed
- [17-1063](#) Changes to the Ergonomic Policy  
**Attachments:** [Ergonomics Policy.pdf](#)  
This Presentation was received and filed
- [17-1064](#) Changes to the Exit Interview policy.  
**Attachments:** [EXIT INTERVIEW.pdf](#)  
This Presentation was received and filed
- [17-1065](#) Changes to the Workplace Violence policy  
**Attachments:** [Workplace Violence 2017.pdf](#)  
This Presentation was received and filed
- [17-1140](#) Changes to Aerial Bucket policy.  
**Attachments:** [Aerial Bucket strike and bold 3-2017.pdf](#)  
This Presentation was received and filed
- [17-1141](#) Changes to COBRA Administration policy.  
**Attachments:** [COBRA Policy draft 2017.pdf](#)  
This Presentation was received and filed

[17-1142](#)

Changes to Hearing Conservation policy

**Attachments:**    [Hearing Conservation Policy strike and bold 3-2017.pdf](#)

**This Presentation was received and filed**

[17-1058](#)

Recruitment Status Report 7/21/17

**Attachments:**    [RSR thru 7-21-17.pdf](#)

**This Presentation was received and filed**

7.    Adjournment

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

**Aye:**   5 -   Konetzke, Plank, Spears, Coenen and Baker

## 2018 SEASONAL/RECREATION PAY SCHEDULE

PAY GRADE	1st Year	2nd Year	3rd Year	4th Year
<b>GRADE 12</b>	\$14.62	\$15.21	\$15.81	\$16.39
Adult Sport Official <i>Adult Flag Football</i> Youth Sport Official III Recreation/Sports Instructor III Activity Coordinator III				
<b>GRADE 11</b>	\$13.70	\$14.28	\$14.87	\$15.47
<b>GRADE 10</b>	\$12.84	\$13.43	\$14.02	\$14.62
Activity Coordinator II Recreation/Sports Instructor II <i>Dance Instructor</i> <i>Adult Fitness Instructor (Zumba, Outdoor Bootcamp)</i> <i>Parkour Instructor</i> <i>Preschool Instructors (Jr. Clubhouse, Teacher and Me)</i> <i>Active Adult Instructor (Fitness, Spanish and Yoga)</i> Code Compliance Inspector Concession Coordinator <b>Election Technician</b>				
<b>GRADE 9</b>	\$12.05	\$12.64	\$13.24	\$13.81
Economic Development Technician				
<b>GRADE 8</b>	\$11.31	\$11.89	\$12.48	\$13.06
Activity Coordinator I <i>Director of Instruction - Swim Lessons</i> <i>Youth Sports - Assistant Coordinator</i> <i>Summer Playground Coordinator</i> <i>Golf Tournament Coordinator</i> Engineering Aide - Inspection/Drafting/Survey Facility Manager II <i>Facility Supervisor - Basketball/Soccer</i> <i>Pool Manager</i> Recreation/Sports Instructor I <i>Active Adult - Knitting</i> <i>Bike Safety Instructor</i> <i>Camp Instructor (Tennis, Soccer, Baseball, Sports Exploration)</i> <i>Golf Instructor</i> <i>Youth/Family Fitness Instructor (Water Aerobics)</i> <i>Lifeguard Instructor</i> Youth Sport Official II				
<b>GRADE 7</b>	\$10.28	\$10.56	\$10.87	\$11.17
Facility Manager I <i>Clubhouse Attendant</i> <i>Maintenance Leader-Outdoor Pools</i>				

<b>GRADE 6</b>	\$9.64	\$9.91	\$10.23	\$10.51
Engineering Aide - Traffic Laborer II Student Intern Customer Service Associate II Sign Shop Laborer Electrical Laborer Concessionaire Program/Activity Leader III <i>Open Gym Supervisor</i> <i>Dance Assistant Instructor</i> Lifeguard III <i>Lifeguard with WSI</i> <i>Swim Instructor</i> <b>Chief Election Inspector</b> <b>Chief Election Inspector (co-chief)</b>				
<b>GRADE 5</b>	\$9.02	\$9.30	\$9.62	\$9.89
Program Activity Leader II <i>Facility Supervisor - Winter Recreation Center</i> <i>Playground Leader</i> <i>Camp APRD Supervisor</i> Lifeguard II <i>Lifeguard-2 yrs of HS and WSI or HS Grad/GED w/o WSI</i> <i>Swim Instructor</i> Laborer I Clerical II				
<b>GRADE 4</b>	\$8.45	\$8.73	\$9.05	\$9.33
Youth Sport Official I <i>Baseball/Softball, Basketball</i> <i>Flag Football, Kickball, Soccer</i> Program Activity Leader I Lifeguard I <i>Lifeguard without WSI</i> Customer Service Associate I <i>Concessionaire - Winter Recreation Center</i> <i>Pool Cashier</i> <i>Outside Operations Staff (Golf)</i> Clerical I Laborer <b>Election Inspector</b>				
<b>GRADE 3</b>	\$7.87	\$7.99	\$8.11	\$8.23
Parking Ramp Painter Scorekeeper II <i>Basketball</i> <i>Flag Football - Youth and Adult</i>				
<b>GRADE 2</b>	\$7.82	\$7.94	\$8.06	\$8.18
Attendant/Grounds Personnel <i>Concessionaire/Beverage Cart Attendant</i> <i>Water Slide Attendant/Grounds Personnel</i>				
<b>GRADE 1</b>	\$7.77	\$7.89	\$8.00	\$8.12
Scorekeeper I				

WIAA Certified Sports Officials	\$20.68 per game
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The plan will be adjusted to comply with minimum wage laws.

<b>CITY OF APPLETON PERSONNEL POLICIES</b>	<b>TITLE: SALARY ADMINISTRATION</b>	
<b>ISSUE DATE:</b> February 18, 2005	<b>LAST UPDATE:</b> September 4, 2001      February 2006 September 10, 2003    October 2006 February 18, 2004      July 2008 February 17, 2005      August 2009 December 2011          September 2012 September 2013        July 2014	<b>SECTION:</b> Human Resources
<b>POLICY SOURCE:</b> Human Resources Department	<b>AUDIENCE:</b> All regular full and part-time benefited employees covered by the Non-represented compensation plan. Excludes represented employees.	<b>TOTAL PAGES:</b> 7
Reviewed by Legal Services Date: December 2000 September 12, 2003 February 2006 September 2009 August 2013 July 2014	<b>Committee Approval Date:</b> March 9, 2000 September 24, 2003 May 12, 2004 February 9, 2005 February 22, 2006 July 23, 2008 October 28, 2009 December 12, 2011 September 24, 2012 September 9, 2013 August 11, 2014 October 6, 2014	<b>Council Approval Date:</b> March 15, 2000 October 1, 2003 May 19, 2004 February 16, 2005 March 1, 2006 August 6, 2008 November 4, 2009 December 21, 2011 October 3, 2012 September 18, 2013 August 20, 2014 October 15, 2014

#### **I. PURPOSE**

To outline the guidelines utilized for administration of the compensation plan.

#### **II. POLICY**

It is the policy of the City of Appleton to provide competitive compensation to attract and retain competent staff and to encourage and reward superior performance within the financial resources available.

#### **III. DISCUSSION**

This policy provides the current salary administration guidelines. This policy is subject to change with approval of the Common Council. The Human Resources Director shall be responsible for the administration of the compensation policy.

#### **IV. DEFINITIONS**

- A. Fair Labor Standards Act (FLSA): A federal act that sets minimum wage, overtime pay, equal pay, record keeping and child labor standards for employees who are covered by the act and who are not exempt from specific provisions. An employee classified in the compensation plan as “Exempt” is



not eligible for the overtime compensation provisions of FLSA.

B. Base Pay: An employee's initial rate of compensation, excluding extra lump sum compensation, shift differential etc. An employee's base pay can be expressed as a base hourly rate of pay or as an annual salary.

C. Compensation Plan: A schedule of pay ranges listing the job classifications Minimum, Maximum and Control Points. All regular positions shall be placed in one of these ranges based on a job questionnaire and point factor job evaluation.

~~C.~~D. Emergency: For purposes of this policy, an emergency shall be defined as an unplanned, significant event that affects the operation of the department (as determined by the Department Director and/or the Mayor)

~~D.~~E. Interim Assignment: When an employee is assigned to a different position on a temporary basis, because of a vacancy.

~~E.~~F. Job-Questionnaire (JQ): A job analysis that outlines the responsibilities and the requirements necessary to perform the functions of the position. The JQ is utilized to evaluate the position responsibilities using the City' point factor job evaluation system for allocation to the appropriate pay grade. A JQ also functions as the key document for pay plan maintenance.

~~F.~~G. Non-base pay adjustment: Pay adjustments generally in the form of a lump sum or other forms that do not increase the employee's base pay.

~~G.~~H. Red-circled: The maintenance of an employee's pay rate above the established range maximum. An employee whose pay rate is at or above the range maximum shall not be eligible for general pay adjustments but may be eligible for a non-base performance adjustment. Exception: Employees who are above the maximum of the assigned pay grade as a result of implementation of the 2013 pay plan shall be eligible for a general pay adjustment and for a non base performance adjustment until the employee changes positions or leaves City employment.

## V. PROCEDURES

### A. DETERMINATION OF PAY RANGES

The compensation plan shall be based on the principle of equal pay for equal work. Pay ranges within the compensation plan shall be determined with regard to factors including, but not limited to: uniformity of pay for each class; relative difficulty, complexity, and responsibility of work; competitive recruiting, education and experience requirements; and prevailing rates of pay for similar jobs in public and private employment as determined by the City.

### B. ENTRANCE PAY RATE

The entrance pay rate shall be within the Minimum and the Control Point of the pay range. All appointments (including department heads) above the Control Point must be authorized, in advance, by a majority of the Mayor, Human Resources Committee Chair and Human Resources Director.

### C. RECLASSIFICATION

The Position Classification Review Process is the method for determining pay range assignment of new positions or reclassification actions involving substantial changes in the duties and responsibilities of an existing position.

(a) Classification or Reclassification Consideration

A request for reclassification of a current position or the classification of a new position may be initiated by a staff member seeking reclassification, by the staff member's department director, or by the Human Resource Director. Requests for reclassifications may occur throughout the year as positions are created or become vacant.

Reclassification consideration for existing positions requires that the employee and the department director document substantial changes in existing duties since the most recent review. Duty changes may be from substantial, immediate reassignment of duties due to reorganization, or may be the result of a logical and gradual change of responsibilities over a period of time.

To be considered for reclassification, changes should be stable and typically should have been in effect for at least six months preceding the reclassification request so that it is clear that the changes that exist are likely to remain for some period of time. Reclassification will not be considered for temporary changes in duties.

A request for classification or reclassification consideration must be in writing and include a new JQ with notes indicating duties that have changed since the last review. The Questionnaire must be completed and signed by the employee, then reviewed and signed by the supervisor and department director. The supervisor and department director must verify or comment on the accuracy of the responses.

(b) Review of Requests

Following internal review by the Human Resource Director, the Human Resource Director may submit the Questionnaire and any supporting documentation to the consultant for evaluation if the criteria for reclassification is met. If the reclassification is appropriate, the consultant will recommend a grade assignment for the position. The consultant may request further information from the Human Resource Director and may request that other positions affected by the reclassification changes be reviewed as well.

(c) The Employer's Response to the Consultant's Recommendations

The employee and the department director will be informed of the final decision in writing, ~~and the consultants recommendation will be reported out informationally to the Human Resources Committee. Classification decisions for existing positions will normally take place on the first pay period following approval by the employer.~~ The effective date of any compensation changes will be based on the specific circumstance of the reclassification.

D. COMPENSATION PLAN COMPONENTS

(a) ~~General~~ Pay Range Adjustment

~~General~~ p Pay Range adjustments are typically made on an annual basis. The Human Resources

Director shall recommend such adjustments to the Mayor and Finance Director ~~Common Council~~ based on the general level of pay adjustments in the job markets where the City competes for its staff, as well as internal adjustments (e.g. collective bargaining settlements). These adjustments are also made in consideration of general changes in cost-of-living indices.

The adjustment takes the form of an adjustment to pay ranges ~~and will generally be made to the employee's base pay.~~ With the goal of maintaining market competitiveness of the pay plan.

**No increase will be made to an employee's pay as a result of a pay range adjustment.**

~~Employees must be rated at least "on target" in each of the goals and competencies to be eligible for a General Pay Adjustment.~~

~~General Pay Adjustments for those employees, who are eligible, will be effective January 1 each year~~

~~An employee, who falls below target in any of the goal and competencies, will be required to have a development plan and will not be eligible for a General Pay Adjustment until after 90 days of sustained "on target" performance. If an employee's performance reaches the "on target" level, (after 90 days) the employee may be eligible for a general pay adjustment at that time. Such General Pay Adjustments shall not be retroactive.~~

~~New Hires after July 1 of the current year may be eligible for a General Pay Adjustment if proper documentation (memo, e-mail etc. to indicate the GPA is warranted) is submitted by the supervisor and approved by the department director and Human Resources.~~

(b) Pay for Performance Adjustments

The amount allocated for performance pay adjustments shall be established each year by the Mayor and included in the annual budget, subject to approval by the Common Council. Upon approval of the budget the amount will be divided and allocated to each individual department based on total base wages of eligible employees within the plan. Upon conclusion of the annual employee performance review process, individual department directors will then divide the allocated amount to individual employees within their department based on the employee's annual performance evaluation score. Employees shall be eligible for pay for performance adjustments as follows:

- ◆ ~~Employees who have a pay rate at or below the Control Point shall be eligible for the following:~~

<del>Performance Rating</del>	<del>Adjustment</del>
<del>90-100%</del>	<del>1.5 of a performance adjustment</del>
<del>75- below 90%</del>	<del>1 performance adjustment</del>
<del>60- below 75%</del>	<del>.5 of a performance adjustment</del>
<del>Below 60% of</del>	<del>Not eligible</del>

- ◆ ~~Employees who have a pay rate above the Control Point shall be eligible for the following:~~

<del>90 to 100%</del>	<del>1 performance adjustment</del>
<del>75- below 90%</del>	<del>.5 of a performance adjustment</del>
<del>60- below 75%</del>	<del>Not eligible</del>
<del>Below 60%</del>	<del>Not eligible</del>

Lump sum ~~Non-base~~ adjustments will be used for employees who are at the maximum of their pay range. Lump sum ~~Non-base~~ adjustments may also be used in unique circumstances, to recognize a one-time adjustment or a circumstance that would deviate from our general policy guidelines.

Employees who fall below target in any of the goals or competencies, will be required to have a development plan and will not be eligible for a performance adjustment for that year (regardless of their % score).

An employee, who meets the required percentage for a particular level of performance, will be eligible for a base performance adjustment. If a Department Director recommends the employee receive the higher level performance adjustment, the Department Director must submit justification in writing to Human Resources. If the additional level of adjustment is approved by Human Resources, it shall be in a lump sum. (Example: an employee above the Control Point is rated 89% will receive .5 of a performance adjustment applied to their base and .5 performance adjustment in a lump sum).

All pay for performance adjustment requests will require supporting documentation through the performance evaluation process (goals & competencies) as outlined in the Performance Management Policy. All supporting documentation will be reviewed and verified by the Human Resources Department.

#### ~~E. ADMINISTRATION OF PERFORMANCE ADJUSTMENTS~~

##### ~~(a) Existing Employees~~

Pay for Performance Adjustments for those employees who are eligible, will be effective on January 1 each year.

Employees promoted throughout the year generally will not be eligible for pay for performance for that year.

##### ~~(b) New Employees~~

A new employee who is hired before July 1 will be eligible to receive a pro-rated performance adjustment on January 1 of the next year based on the number of months they worked in that previous year.

#### F. PAY RATE ADJUSTMENTS

The Human Resources Director and the applicable Department Director shall determine the pay status of an employee based on the following:

- (a) Transfers - When an employee is transferred from one class to another with a common pay range, he/she shall continue to receive the same pay rate unless a different rate is deemed appropriate.
- (b) Promotion - When an employee is promoted from one class to another having a higher pay range, he/she shall receive an increase as deemed appropriate but not to exceed the Control Point of the range unless approved by the Committee as outlined in the above Entrance Pay Rate section. If the employee's pay rate is higher than the control point of the new position prior to promotion, no authorization is needed from the Committee. For consideration of placement into the new salary range, such factors as the average value of overtime lost, average value of extra hours

worked in a non-exempt capacity as well as other internal and external factors shall be considered.

- (c) Demotion - When an employee accepts a position in a lower pay grade for any reason, a rate of pay shall be determined. For consideration of placement into the new salary range, such factors as experience, qualification, length of service, average value of overtime lost and the level of pay similar to employees in the pay range shall be considered.
- (d) Upward Re-Classification - When an employee's position is reclassified into a higher pay grade, the reclassification shall be treated the same as a promotion under (b) above.
- (e) Downward Re-Classification - When an employee's position is reclassified into a lower pay grade, the reclassification shall be treated the same as (c.) above.

~~(f) Career development - Employees covered under a Council approved Career Development Plan shall be treated the same as an upward reclassification under (d) above.~~

#### (f) Equity Adjustments

Equity adjustments are salary changes outside of the normal salary programs (as listed above) to remedy salary issues such as external pressure in high demand areas, internal salary compression, and/or retention considerations.

### G. MINIMUM AND MAXIMUM RATES

Generally, an employee shall be paid within the pay range of his/her position.

An employee may be paid below the minimum of his/her pay range as the result of not receiving a ~~general~~ pay adjustment due to their performance ~~not meeting expectations~~.

An employee who receives a base pay adjustment cannot exceed the maximum of their pay range.

In the event of a reclassification, or re-evaluation of a pay range that results in an employee's pay falling outside the maximum of the newly assigned pay range, such employee's pay rate may be red-circled.

### H. OVERTIME

- (a) Employees in the Compensation Plan who meet the exemption under the Fair Labor Standards Act shall be exempt from all premium pay provisions except as otherwise outlined in this policy.
- (b) Employees who are required to work Sunday, not part of their regular schedule, shall receive double time pay. Utility Department employees who work Sunday, as part of their regular schedule, shall receive double time pay.
- (c.) All non-represented non-exempt employees in the Compensation Plan shall be paid no less than the minimum compensation required pursuant to the FLSA, including ~~eligible for~~ overtime compensation on a time and one half basis, for all hours worked in excess of 40 hours per week subject to the following:- ~~(For purposes of determining overtime pay under this policy, all authorized paid leaves with the exception of PTO Sick and Sick leave shall be considered as time worked for the purpose of computing overtime.) Double time may be paid for all hours worked on Sundays and holidays, only if indicated in departmental policy.~~

1. Compensatory Time, Sick leave and PTO Sick hours shall not be counted as hours

worked for purposes of computing overtime compensation; and,

2. Scheduled City holiday hours, vacation and PTO (except PTO Sick, see #1 above) may be counted as hours worked for purposes of computing overtime compensation (except when employee is called to work, then see #3 below); and,
3. Hours worked and paid at a Sunday or Holiday double time rate\*, where the employee is also paid an additional call pay premium, shall not be counted as hours worked for purposes of computing overtime compensation.

\*Holiday double time rate refer to Fringe Benefit Policy.

- (c) Battalion Chiefs and Deputy Fire Chiefs who fill in for other Chief Officers, when overtime would otherwise be required, shall receive straight time pay for all such hours worked in addition to his/her regular bi-weekly rate. Operations Battalion Chiefs who are required by the Chief to attend extended (generally more than four (4) hours) training on his/her off-duty time may be eligible for straight time pay for attendance at such training at the discretion of the Fire Chief.
- (d) Police Lieutenants and Captains will receive compensation at time and one half of the top senior sergeant rate ~~(effective 10/30/2014)~~ when working beyond their normal schedule for Grants, Off-Duty Police Services, ~~and~~ Avenue Detail and special events.
- (e) Overtime shall be approved in advance by the Department Director or supervisor and reviewed periodically by the Department Director. Overtime shall be kept to a minimum and shall be utilized to relieve specific occasional peak workloads or emergencies.
- ~~(f) Overtime shall be scheduled based on an employee's qualifications to perform the job pursuant to departmental policies or guidelines.~~

## I. SHIFT DIFFERENTIAL

Non-exempt employees ~~designated by departmental policy may~~ shall receive a shift differential of \$.30 per hour between the hours of 5:00 PM and 5:00 AM. This shall not include Library employees, an extension of the workday or employees working a modified schedule.

## J. HIGHER RATE OF PAY

Employees of the Public Works Department assigned for one week or longer shall be paid a higher rate differential of \$1.00 per hour for all actual hours worked performing the approved eligible tasks as-listed below ~~of the Public Works Department shall be eligible for higher rate of pay per departmental policy.~~

Mason work (dig, form and pour)

Water construction work (dig, pipe installation or repair)

Forestry work (tree removal while climbing or in aerial)

Asphalt paver operation

Laborer plowing snow (off-site)

Loader operation (off-site)

Grader operation (off-site)

Backhoe operation (off-site)

Sewer truck operation (Leader)

Parking Operator I temporarily assigned to Supervisory duties

Parking Ramp Attendant temporarily assigned to Parking Enforcement

Wood Hog Chipper

## K. CERTIFICATION PAY

### 1. Public Works Department

Assessor Certification – any Inspection employee who obtains this certification will be paid a \$100.00 lump sum payment at the initial certification and any subsequent required re-certifications.

### 2. Lead Community Service Officer

Animal Control Certification – the Lead Community Service Officer shall be paid an additional \$.25 per hour to obtain and maintain the Animal Control Certification. The employee must receive approval by their supervisor prior to obtaining the certification.

~~2. Competent Person Trenching/Shoring Certification – any employee who is required to obtain this certification will be paid a \$100.00 lump sum payment at the initial certification and any subsequent required re-certifications. The City shall determine how many employees will get this certification.~~

~~3. Pesticide Application Certification – any employee who is required to obtain this certification will be paid a \$100.00 lump sum payment at the initial certification and any subsequent required re-certifications.~~

### 2. Utilities Department

Advanced Wastewater Certifications - A \$1.00 certification premium will be applied to the base wage of any Wastewater operations employee who successfully passes and maintains the Advanced General Wastewater exam and the advanced subclass exams for:

- Advanced General Testing
- A1 - Biological Treatment – Suspended Growth
- B – Solids Separation
- C - Biological Solids/Sludge Handling and Processing
- D - Disinfection
- L - Laboratory
- P - Phosphorus
- SS - Sanitary Sewer Collection System\*

\*Currently not available, will be required after re-issuance of WPDES permit, requiring the subclass SS (i.e., > year 2020). As in the past, it is the employee's responsibility to manage their own certification requirements.

## K.L. TELEPHONE CALL



Non-exempt employees who are called by a supervisor on the telephone, outside of his/her regularly scheduled hours, to provide information related to the operation of the department shall be paid for the time actually spent on the telephone, but not less than one hour's straight time pay in either pay or time off to be determined by his/her supervisor. This does not apply to employees receiving the Stand-by Duty pay.

#### L.M. EMERGENCY CALL-IN/EMERGENCY SHIFT CHANGE

Non-exempt employees who have left the worksite or are in a paid leave status, and who are called to return to work outside of their regularly scheduled hours to handle emergency situations that could not be anticipated, will be eligible for (3) three hours call-in pay. ~~in or whose shift is changed may be eligible for call time or shift change allowance as designated by departmental policy.~~

#### N. EMERGENCY SHIFT CHANGE

When a non-exempt employee is scheduled for required to work outside their assigned shift as a result of an emergency, of his/her range of typical hours, he/she will be paid a call-time allowance of two (2) hours at straight time in addition to the applicable pay for the time actually worked. The employee shall be eligible for a two (2) hour call time each day that the employee is assigned to work outside their normal shift as a result of the emergency. This will not include extensions to a shift. Notice of the scheduled work will be provided prior to the end of their shift.

#### O. SCHEDULE CHANGE

When a non-exempt employee is scheduled for work outside his/her range of typical hours, for more than (1) work week, this will be considered a schedule change. Therefore, he/she will be paid a call time allowance of two (2) hours at straight time on the first day of the new schedule. and again when returning from the schedule change. This will not include snow and ice operations.

#### ~~M.~~ P. STAND-BY DUTY

~~Emergency locators and utility maintenance staff,~~ Non-exempt employees who are required by his/her department director to be on stand-by duty (required to remain within a one (1) hour response area, accessible by phone or pager, etc.) shall receive one hour's pay for each day of stand-by and (2) two hours if on the actual holiday (does not include the observed holiday).

All employees required to be on stand-by must remain physically fit and ready for duty and must continue to abide by City policies (i.e., Drug-Free Workplace).

#### N.Q. CALL DUTY - EMERGENCY RESPONSE (Excludes Directors ~~and~~ Deputy Directors and Assistant Police Chief)

Any exempt employee, who is required to report to duty for emergency operations (e.g. snowplowing, water main breaks, facilities and grounds and technology issues, police investigations, SWAT calls etc.) may be eligible for additional compensation in the form of a bonus as outlined below:

- ◆ If the employee reports for work and works more than one (1) hour but less than four (4) hours, the employee shall be entitled to \$50.00 for each report.
- ◆ If the employee reports for work and works four (4) hours or more, shall be entitled to ~~\$100.00~~



\$200.00 for each report.

- ◆ ~~Police Captains and Lieutenants, who report for work and work four (4) hours or more, shall be entitled to \$200.00 for each report.~~

#### ~~O. SPECIAL CONDITIONS~~

~~It is recognized that external forces such as unique market conditions and compression of wage differentials between employees in the compensation plan and those they supervise can jeopardize the integrity of the plan. The Human Resources Director shall develop appropriate means to address such situations on a case-by-case basis, subject to the approval of the Common Council.~~

## ELECTED ALDERPERSON SALARIES

<b>Council Date</b>	<b>Election Year</b>	<b>Salary</b>	<b>Benefits</b>	<b>Notes</b>
11-07-2001	2002	No increase		
11-07-2001	2003	\$5636 – 3%		
10-16-2002	2004	No increase		
10-16-2002	2005	No increase		
12-03-2003	2006	No increase		
10-19-2005	2007	No increase		
11-01-2006	2008	No increase		
01-21-2008	2009	\$5805 – 3%		
07-02-2009	2010	No increase		
07-02-2009	2011	No increase		
10-20-2010	2012	No increase		
01-04-2012	2013	No increase		
03-20-2013	2014	No increase		
11-20-2013	2015	No increase	5.12% increase with parking pass	Added Parking passes \$297 annual (\$33@9months) effective with the April, 2015 election
9-17-2014	2016	\$5921 – 2%	6.89% increase with parking pass	Parking Pass \$408 annual (\$33@6 months & \$35@6 months)
11-09-2015	2017	\$5980 – 1%	1.1% increase with parking pass	Parking Pass \$420 annual
10/19/2016	2018	\$6129.50 – 2.5%	With parking pass	

<b>City of Appleton Policy</b>	<b>TITLE:</b> <b>Network Security and Use of Technology</b>	
ISSUE DATE: March 2011	LAST UPDATE: August 2017	SECTION: Miscellaneous
POLICY SOURCE: Information Technology Department	POLICY AUDIENCE: All City of Appleton Employees	TOTAL PAGES: 9
Reviewed by Attorney's Office Date: December 2010	Committee Approval Date: March 23, 2011	Council Approval Date: April 6, 2011

## **PURPOSE**

Computer information systems and networks are an integral part of business at the City of Appleton. The City has made a substantial investment by providing computer systems to each department to improve the quality and timeliness of its services. The following policies have been established to:

- Protect this investment.
- Safeguard the information contained within these systems.
- Reduce business and legal risk.
- Protect the reputation of the City of Appleton.

## **POLICY**

All City of Appleton technology resources, including but not limited to, computers, printers, copy machines, telephones, internet access, email, voice mail, wireless connections, smart devices and remote network access, are provided solely for business purposes. At any time and without prior notice, the City of Appleton maintains the right and ability to examine any systems, inspect, and review all data stored in these systems. Any information, whether contained on a hard drive, removable media or in any other manner may be subject to scrutiny by the City. Failure to comply with this policy can potentially lead to disciplinary action up to and including dismissal. In order to ensure compliance with this policy, the City has employed methods to monitor the use of systems and devices as well as use of the internet and content of email. The City specifically reserves the right for authorized personnel to access, retrieve, read and/or remove any communication that is created on, received through, or sent via the email system, to assure compliance with all City policies. The City reserves the right to filter or remove any non-City related files from email or electronic storage including but not limited to specific file types, such as WAV, AVI, MP3, MP4, and MPG files, that are not business related. Other executable files such as EXE, BAT, CMD, DOCM files may also be filtered, as this is a primary method of transporting malware. Email filtering can also be used to detect certain phrases that may also be prevented from incoming and outgoing messages. Such monitoring will be used for legitimate purposes only, and are accessed in the following manners:

- A request to the Human Resources and the Information Technology Director and approved by the Department Head.
- By authorized staff within the Information Technology Department to troubleshoot the network or supported systems.
- By the Information Technology Department for trend analysis and reporting to ensure that, systems in place are effective in protecting the assets of the City.

For purposes of Library administered systems and networks, Library Administration and Network Services serve the review and approval functions of Human Resources and Information Technology as listed. Other sections of this policy relating to hardware and software apply only to the City networked "administrative" computers located at the Library and not to the public access systems. ~~Library rules and procedures are subject to review and approval by Human Resources, Information Technology and the City Attorney.~~ The Library Board shall have the powers and duties set forth in Wisconsin Statutes Sec. 43.58 and, whenever practicable, shall exercise those powers and duties in accordance with this and other City of Appleton ~~personnel~~ policies. No City of Appleton policies shall be interpreted in a way that usurps the Library Board's powers and duties set forth in sec. 43.58, stats.

## **DISCUSSION**

The Information Technology Director is responsible for the implementation, development and on-going support of computer and technology related systems in the City to ensure their availability, security, reliability and cost effectiveness in increasing effectiveness of administrative, operational and communication requirements for all City staff. This policy is intended to implement standards and requirements that will assist with that responsibility. The Information Technology Director will review this policy periodically and make any recommendations for changes to the Common Council for approval.

## **DEFINITIONS**

- A. Department Head: refers to the Director or Manager of a department or agency, or the department's designee.
- B. Internet: refers to an "External" network with many web servers containing web pages used to display information to the public. City of Appleton's Internet URLs include [www.appleton.org](http://www.appleton.org) , [my.appleton.org](http://my.appleton.org) , [www.myvalleytransit.com](http://www.myvalleytransit.com) , [www.appletonparkandrec.org](http://www.appletonparkandrec.org) and [gis.appleton.org](http://gis.appleton.org).
- C. Intranet: refers to the "Internal" City web pages used to display information that is only accessible and only pertains to City of Appleton employees and departments via the Local area Network (LAN) <http://intranet>.
- D. Smart Device: cell phones, iPad, tablet, Microsoft Surface etc.
- E. Filtering: to filter and block certain items from the Internet based on URL address, category, user, port, protocol, attachments and other criteria.
- F. Malicious Code: Computer viruses or other programs introduced purposely to disrupt, destroy or damage City information technology.
- G. Spam: Unsolicited email received to promote a product.
- H. Network: refers to the system of interconnected computer and technology devices and the means through which they are connected. This includes but is not limited to servers (including the iSeries), switches, routers, modems, computers, laptops, printers, copy machines, telephones, smart devices, wireless access points as well as any means of connection between them or to the Internet.

## **RESPONSIBILITIES**

- A. Information Technology Director Responsibilities
  - Develop and maintain written standards and procedures necessary to ensure implementation of and compliance with these policies.
  - Provide appropriate support and guidance to assist employees to fulfill their responsibilities outlined in the policies contained in this document.

- Maintain and update this policy periodically.
- B. Director/Manager Responsibilities
- Ensure that all personnel are familiar with and comply with this policy.
  - Create performance standards, control practices, and procedures designed to provide reasonable assurance that all employees observe the policies contained in this document.
- C. User Responsibilities
- Contact Information Technology for any hardware repair and software installation, as they are the responsibility of the Information Technology Department.
  - Keep the display, keyboard, and other equipment clean.
  - Any work done on your computer is considered work done for hire and as such is the property of the City of Appleton.
  - The protection of confidential information is vital to the interests and success of the City. Employees are prohibited from disclosing confidential information to any unauthorized person or entity.
  - Do not attach CD's, DVD's, USB Jump Drives and other portable media of unknown origin to City computers or systems.
  - Any employee who suspects that his/her workstation has been infected by a virus shall IMMEDIATELY POWER OFF the workstation and call the Information Technology Helpdesk at 5893.

## **PROCEDURES**

### **A. Physical Security**

- Hardware (computers, printers, telephones, copiers, smart devices etc.) cannot be purchased, installed, configured or relocated without prior approval from Information Technology.
- Outside or personal computer equipment cannot be connected to the City of Appleton Network in any way unless approved by the Information Technology Department.
- Modems are not permitted on any computer unless approved by Information Technology, who will inventory all active modems.
- All users are prohibited from removing or disabling any administrative, security, or virus scanning software from their computer.
- Software programs downloaded from the internet or those brought to work by a user cannot be installed on any computer without prior Information Technology approval.
- Computer monitors that will display PHI (Personal Health Information) should not be viewable from outside the employees' office or workstation. Each PC should be locked into screensaver mode or logged off before a worker leaves their office. In addition, screen savers can be set to automatically take effect after 20 minutes of inactivity at the Information Technology Departments discretion.

### **B. Password Security**

- All user passwords are required to be changed every 90 days. Users will be prompted to change their passwords.

- Information Technology will configure systems to require passwords containing requirements that increase password strength whenever possible.
- Passwords must not be accessible to any other users. Each user is solely responsible for all computer transactions, such as internet use and file access, completed using his or her network and application login name and password.
- Information Technology may ask a user for his or her password to install and troubleshoot hardware and software. Information Technology will maintain the confidentiality of the password or, if requested, can reset the password for the user to change at next logon. Information Technology may also reset the password to troubleshoot a PC. If this is the case, Information Technology will prompt the user to change the password at next logon. Users can also change their own network password at any time by pressing Ctrl+Alt+Del and clicking on the “Change Password” button.
- Contact the IT helpdesk at #5893 if a password is forgotten. Information Technology can only reset passwords if needed, if you signed up for password recovery, you may be able to reset your own password.
- Network, Internet, Remote Access and Email access are associated with the user’s logon and password. If the user is not granted permission by the department to use these resources, their profiles will restrict them from doing so.
- Each department should request network access for their external users that may need to access their computer systems such as contractors, via an Information Technology request. Users are prohibited from sharing their passwords with other users, contractors or outside personnel.

#### C. File Security

- Based on the information from the work requests, Information Technology assigns folder and file permissions to specific users and groups of all directories (PC Network) and libraries (iSeries) to control access to data on the network.
- All data files in the network are required to be stored on network drives as assigned and available to each user. The local drives (commonly known as “C” drives) of individual computers are not backed up and any data stored in that manner is vulnerable to unauthorized access and data loss. Any data stored on local PCs will be the sole responsibility of the end user.
- If a document is highly confidential or sensitive in nature, you should store it in a private directory.
- The Information Technology Department will make every effort to prevent viruses from infiltrating City computer systems. Each PC must have a virus scanner installed and configured. In addition, a network based virus scanner for all incoming and outgoing messages will be maintained to assist Information Technology in stopping viruses from spreading.
- All Information Technology employees who may have, or may gain access to sensitive data or law enforcement records or systems must undergo a complete background check, including fingerprinting through the Appleton Police Department prior to obtaining this access. Those who may access information maintained by CIB must also meet all requirements as designated by CJIS to include completion of the Security Awareness training module through the

TRAIN applications.

D. Employees (New & Departing)

- New & Transferred Employees—Each Department is requested to notify the Information Technology Department at least 2 weeks in advance whenever possible, of the need for new or changed network or iSeries access.
- Before any Network, iSeries or Internet related access is granted; an Information Technology request must be completed and authorized by the employee's department head. The Information Technology work request should define permitted computer program and data access.
- Departing Employees—Each Department is required to give the Information Technology Department advance notice of employees departing employment at City of Appleton whenever possible. An Information Technology work request must be completed and should define when the user profiles should be disabled and/or deleted and how the user's data files and old emails should be handled.

E. Network Drives

- When users logon to the network, Information Technology scripts each user's drive mappings.
- Each department has a J drive to allow the sharing of data files within the department only. Only members of each department can access the department folders under J:\ unless the Department Head requests in writing to allow another user access.
- H:\(HOME)= The H:\ drive is for personal files that only the authorized user and the Information Technology Department has access to.
- Information Technology may also map other drives for departmental specific purposes.

F. Remote Network Access

- The City of Appleton Information Technology Department can provide remote access to the City network to allow employees the ability to perform work from remote locations. It is the responsibility of the City of Appleton employees, contractors, vendors and agents with remote access privileges to the City of Appleton's corporate network to ensure that their remote access connection is given the same consideration as the user's on-site connection to the City of Appleton. An authorization form needs to be completed and signed by the employee and Department Head before remote access will be permitted. This document should outline when the employee is permitted to utilize this service.

G. Wireless Network Access

- Smart devices belonging to employees that are for personal use only, are not allowed to connect to the network by a network cable plugged into a data outlet or Network Wireless, but only allowed to connect to the Guest Wireless.
- Employees may use their personal mobile device to access the following company-owned resources: email, calendars, websites and contacts.
- Connectivity and device operation issues are not supported by technical staff members; users should contact the device manufacturer or their carrier for operating system, network, or hardware-related issues
- The Information Technology Department reserves the right to disconnect devices or disable services without notification.
- The employee assumes full liability for risks including, but not limited to, the

partial or complete loss of City and personal data due to an operating system crash, errors, bugs, viruses, malware, and/or other software or hardware failures, or programming errors that render the device unusable.

- City of Appleton reserves the right to revoke this privilege if users do not abide by the policies and procedures outlined. This policy is intended to protect the security and integrity of City of Appleton's data and technology infrastructure. Limited exceptions to the policy may occur due to variations in devices and platforms.

#### H. Training

- Information Technology will coordinate or provide training to users on features of software owned by the City when requested. When requested, Information Technology will assist with recommending a contracting company to train a group of users regarding the use of a specific software program.
- Department Heads may request to have their department trained on the use of any City supported software program or feature.

#### I. Remote Control

- PC Remote Control software is used to manage and troubleshoot computers remotely over the network without Information Technology having to physically go to the site of the computer. This functionality is password protected and only authorized Information Technology staff has the password to access each PC in this manner. Before Information Technology takes control of any PC using the remote control software, when applicable they will normally notify the user using one of the following methods in order of precedence:
- Calling the user directly.
- Contacting a clerical employee of the department.
- Calling a nearby employee to alert his or her co-worker.
- If the user is, unavailable Information Technology may need to remote the machine anyway to remedy an issue.

#### J. Software/Hardware Policy

- Software, hardware, and network systems are intended to be used for business purposes only to increase the quality and timeliness of services provided by the City.
- All software acquired for or on behalf of City of Appleton or developed by City of Appleton employees or contract personnel on behalf of the City is and shall be deemed City property. All such software must be used in compliance with applicable licenses, notices, contracts, and agreements.
- As required by the City's Procurement Policy, all purchasing of City of Appleton software shall be centralized with the Information Technology department to ensure that all applications conform to City software standards, are purchased at the best possible price, and inventoried. The department head must approve all requests for City software. The request must then be sent to the Information Technology Department for approval and to determine the standard hardware or software that best accommodates the desired request.
- Unless otherwise provided in the applicable license, notice contract, or agreement, any duplication of copyrighted software, except for backup and archival purposes, may be in violation of federal and state law. In addition to violating such laws, unauthorized duplication of software is a violation of this Software/Hardware Policy. Employees may purchase software for their home PC's under the City's



Microsoft Home Use Program. Purchases made under this program are between Microsoft and the user. The City of Appleton will not support installation or maintenance of this software on employee's personal home devices.

- Numerous software titles are installed and supported by Information Technology on an as-needed basis. All software utilized on City equipment must be authorized by the Information Technology Department.
- Employees needing software other than those programs available to them must request such software from the Information Technology Department. Each request will be considered on a case-by-case basis in conjunction with the software-purchasing section of this policy.

#### K. Hardware

- Hardware is defined as all computer, printer, smart devices, copier or network technology equipment that is part of, attaches to, or integrates with any portion of the City network both wired and wireless. All hardware equipment acquired is purchased using standards developed by the Information Technology Department. All such hardware must be used in compliance with applicable licenses, notices, contracts, and agreements.
- All purchasing of City computer hardware equipment shall be requested through the Information Technology Department to ensure that all equipment conforms to City hardware standards and is purchased at the best possible price.

#### L. Computer Hardware & Software Disposal

- Information Technology will make the final determination of when and how to dispose of old computer equipment. Information Technology will then prepare all old computer equipment for disposal by destroying all hard drives to remove direct access to any information they may contain through certified technology recycling vendors. The City hardware inventory will be updated and all old computer equipment will be traded in when purchasing replacement equipment or disposed of in an environmentally sound manner. The Information Technology Department reserves the right to sell select computer equipment through approved processes. The Information Technology Director must approve exceptions to this policy.

#### M. Copy Machines

- Copy machine negotiations and contracts are also maintained by the Information Technology Department with assistance from the Purchasing Manager. An effort to network copy machines will be made to reduce the number of stand-alone printers, scanners and fax machines the City needs to purchase. The Information Technology Director will approve new copier leases based on a survey of each department's need and ongoing equipment and service costs. Any copy machines that are returned to vendors at end of lease will surrender the hard drive to the IT Department to be destroyed in the same fashion as the computer hard drives are. In the event a unit is disposed of in another manner, the hard drive will be removed and destroyed by Information Technology before disposal.
- All employees should use due diligence to ensure any printed information or documents that may contain sensitive data are not left in open view or unsecured file systems. Once these documents are no longer needed, employees should ensure they are either be shredded or placed in secure document disposal bins provided by the City.

#### N. Desk Telephones

- The Information Technology Department shall be responsible for the administration of non-cellular based telephone use, including the acquisition of desk telephones, non-cellular wireless telephones, specific contracts and service plans for telecommunications, and the maintenance of systems that provide tracking and recording capabilities for calls placed or received on City telephone systems.
- To ensure accuracy of the City's Enhanced 911 service, Information Technology must be informed before any office phone is moved to an alternate location.
- Departments can be provided a monthly itemization for all long distance and local telephone calls placed by employees of their respective departments.
- All employees assigned a dedicated telephone number will be provided with a personal voice mailbox number. Police staff not assigned a dedicated extension will be provided with a personal voice mailbox associated with their badge number. All new and saved messages in the voicemail system will be automatically purged every 21 days.
- Departments are responsible for telephone equipment issued, and if phone equipment is damaged through neglect or misuse, the replacement cost will be charged back to the responsible department or employee.

#### O. Internet & Email Use Policy

- General use of the Internet through City equipment is a privilege, not a right and it may be revoked at any time for unacceptable use. The City retains the right to keep, retrieve and monitor all access to the Internet and related service activity.
- Incidental and occasional personal use of the Internet or the corporate email system is permitted, subject to the restrictions contained in this policy or any related City or departmental policy. Any personal use of internet or email is expected to be on the employee's own time and is not to interfere with the person's job responsibilities. Personal use of these systems must not detrimentally affect the job responsibilities of other employees, disrupt the system and/or harm the City's reputation.
- Please note, only the secure site(s) of <http://webmail.appleton.org> will be allowed to check your email using the internet from outside the City's local network.
- Maintain confidentiality by not forwarding or sharing any information that would violate the Data Protection Act or City guidelines.
- Delete any message received that were intended for another recipient. An incorrectly addressed message should only be forwarded to the intended recipient if the identity of the recipient is known and certain.
- Verify the recipient of the email is approved to receive the information contained in the email to avoid a breach of confidence.

The Information Technology Department reserves the right to:

- Restrict email storage space in the live (non-archive) email system.
- Delete any email older than 2 years that resides on the live email server.
- Restrict email size for both incoming and outgoing messages and attachments.
- Restrict the types of attachments in or out of the system to protect against viruses.

Every effort will be made to prevent Spam messages from being sent to your mailbox.

Third party utilities may be required to accomplish this task. Any messages received that are determined to be Spam should be deleted by the end user and in no event should the

user attempt to respond to such senders.

P. Inappropriate use

- Exercise due care when creating an email to avoid being rude or unnecessarily terse and ensure that your message meets the standards of professionalism the City expects of your position. Do not make any statements on your own behalf or on behalf of the City, which are intended or may defame, libel or damage the reputation of any person
- Email Retention consists of all email sent or received through the City email system that has not been flagged as Spam. Such email will be archived for a period of seven years.

Q. Email Records Request Process:

- All questions or requests made to the City of Appleton for viewing public record email messages should be sent directly to the City Attorney or records custodian of the respective department per the City's public records and retention guidelines.
- Applicable fees as set by the State of Wisconsin may be charged to produce such information to the requestor.
- Confidentiality-Email is not an inherently confidential or secure form of communication. You are expected to treat electronic information with the same care as you would paper-based information that is confidential. Keep all such information secure, use it only for the purpose(s) intended and do not disclose the same to any unauthorized third party (which may sometimes include other employees of the City).

R. Internet Filtering:

- Access to certain web sites or categories to certain web sites may be filtered at the discretion of the Information Technology Department. In addition, certain ports, protocols, users, timeframes, URL addresses, and other items may be filtered or blocked.
- You must not display, upload, download, use, retain, distribute or disseminate any images, text, materials or software which:
  - Are, or might be considered offensive, abusive, indecent, obscene, pornographic or illegal, including content that is or could be considered to be a personal attack, rude or personally critical, sexist, racist, or generally distasteful.
  - Encourage or promote activities that make unproductive use of City time.
  - Involve activities outside of the scope of your responsibilities, for example, unauthorized selling/advertising of goods and services.
  - Affect, or have potential to affect the performance, cause damage, or overload the City's system, network and/or external communications.
  - Might be defamatory, incur liability on the part of the City, or adversely affect the image of the City.
  - Would be a breach of copyright or license provision with respect to both programs and data.

Please note that any exceptions, due to job requirements, to the inappropriate use standards may be authorized by a Department Head with approval from the Information Technology Director.

The following activities are expressly forbidden:

The introduction of any form of computer virus.

Engaging in any activity that is illegal, distasteful or likely to have negative repercussions for the City.

Seeking to gain access to restricted areas of the network or other hacking activities.

Forgery or attempts to read other users' mail without their consent or permission.

#### Intranet

The City of Appleton Intranet, <http://intranet>, is intended to be viewed by internal network users only to improve communications among employees and departments. The Information Technology Department will maintain this internal website. It should remain the default web site for all Internet browsers and under no circumstances should confidential data be posted onto the intranet site.

If you are uncertain at any time how to apply any provisions this policy, you should seek guidance from your supervisor or the Information Technology Department prior to engaging in any activity covered in this document.

# CITY OF APPLETON 2018 BUDGET CAPITAL IMPROVEMENTS PROGRAM PROJECT REQUEST

IDENTIFICATION	
Project Title:	Information Technology

PROJECT DESCRIPTION
<p><b>Justification:</b></p> <p><u>Storage Area Network</u> In 2018 our current SAN (Storage Area Network) will be 7 years old, the typical life expectancy of that type of equipment. Due to ever increasing needs to store data / video for even longer, a new SAN, with increased, faster storage and an adequate backup solution are needed. The plan for this solution will be to allow failover between City Hall and FVTC and potentially the Microsoft AZURE cloud service. Many technologies we currently can't utilize on our existing SAN will be provided on the new SAN for increasing security, redundancy and storage capability, snapshot technology. The life expectancy of this new equipment would also be another 7 years.</p> <p><u>Council Chambers</u> The audio / video equipment in the Council Chambers is now approximately 17 years old. Needless to say the technology has improved since it's deployment in both sound and video capabilities. This request would be to implement the latest technology on both sides.</p> <p><u>Utilities Wireless</u> In recent years, cabling to support wireless access throughout the Water and Wastewater plants has been upgraded. This CIP anticipates the need to replace the network hardware in both facilities with equipment comparable to that recently installed at City Center and other facilities. In 2021, the existing equipment will be approximately eight years old.</p> <p><u>Firewalls</u> This CIP anticipates the need to replace and upgrade our network firewalls, a combination of hardware and software that protects our networks from unauthorized access. In 2022, the existing equipment will be eight years old and will likely no longer be able to run the latest versions of software nor have adequate bandwidth to handle the traffic.</p> <p>Discussion of operating cost impact: Operating cost impact is based on expected yearly support cost required to keep the equipment under maintenance and support.</p>

DEPARTMENT COST SUMMARY						
DEPARTMENT PHASE	2018	2019	2020	2021	2022	Total
IT SAN	500,000	-	-	-	-	\$ 500,000
Firewalls	-	-	-	-	100,000	\$ 100,000
Council Chambers	65,000	-	-	-	-	\$ 65,000
<b>Total - IT Capital Proj. Fund</b>	<b>565,000</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>100,000</b>	<b>\$ 665,000</b>
IT Wireless Equip.	-	-	-	150,000	-	\$ 150,000
<b>Total - Wastewater Capital Proj</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>150,000</b>	<b>-</b>	<b>\$ 150,000</b>
IT Wireless Equip.	-	-	-	50,000	-	\$ 50,000
<b>Total - Water Capital Proj</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>50,000</b>	<b>-</b>	<b>\$ 50,000</b>
<b>Total - IT Capital Projects</b>	<b>\$ 565,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 200,000</b>	<b>\$ 100,000</b>	<b>\$ 865,000</b>

COST ANALYSIS						
Estimated Cash Flows						
Components	2018	2019	2020	2021	2022	Total
Planning	-	-	-	-	-	\$ -
Land Acquisition	-	-	-	-	-	\$ -
Construction	-	-	-	-	-	\$ -
Other	565,000	-	-	200,000	100,000	\$ 865,000
<b>Total</b>	<b>\$ 565,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 200,000</b>	<b>\$ 100,000</b>	<b>\$ 865,000</b>
<b>Operating Cost Impact</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 20,000</b>	<b>\$ 25,000</b>	<b>\$ 40,000</b>	<b>\$ 85,000</b>

# CITY OF APPLETON 2018 BUDGET CAPITAL IMPROVEMENTS PROGRAM

## PROJECT REQUEST

### IDENTIFICATION

Project Title: Enterprise Resource Planning (ERP) System

### PROJECT DESCRIPTION

#### Justification:

During 2016, we selected vendors and negotiated contracts for a multi-year project to replace all of the software currently running on the iSeries computer, in anticipation of retiring that computer in 2020 at the end of its useful life. The financial system currently in use is 20 years old and is connected to various other, mostly custom programmed systems (cash receipting, payroll, utility billing, accounts receivable, etc.). The Assessor's and Asset Management systems are both custom programmed, therefore requiring in-house programming capacity and, because they run on the iSeries, tying us to an older programming language (RPG) for which programmers are increasingly difficult to hire. The number and complexity of the interfaces between all of these programs severely limit our ability to provide the level of customer service the citizens of Appleton expect and managers of City departments need.

The process for implementing new technology not only focuses on the technology itself, but also aims to enhance existing business processes performed by individual departments across the City by enabling them to adopt best practices in their various fields. Technology is intended to enhance departmental business processes by:

- Making them both more efficient and effective
- Improving decision-making by improving access to data and tools with which to analyze it
- Providing enhanced customer service to both internal and external customers
- Streamlining processes to reduce costs

It has been determined that the replacement project should be managed in two separate packages - a traditional ERP package for finance, payroll, HR applications, utility billing, asset management and inventory and a Computer-Assisted Mass Appraisal (CAMA) system for property assessments.

The new CAMA system was implemented in August of 2017.

The ERP system implementation was started in Fall of 2016 and continues into 2017. The implementation is broken into phases based on the modules expected to be implemented in a particular year and the entire project is expected to be completed in 2020.

#### Discussion of operating cost impact:

Hardware and software maintenance for the ERP system and CAMA system that replaces the iSeries would begin in 2017 and is estimated at \$112,000. In 2019, the annual maintenance on JD Edwards accounting software would cease. In 2021, the annual maintenance on the iSeries would cease.

### DEPARTMENT COST SUMMARY

DEPARTMENT PHASE	2018	2019	2020	2021	2022	Total
IT ERP system	243,000	471,000	237,000	-	-	\$ 951,000
Total - Information Technology Capital Projects Fund	\$ 243,000	\$ 471,000	\$ 237,000	\$ -	\$ -	\$ 951,000

### COST ANALYSIS

#### Estimated Cash Flows

Components	2018	2019	2020	2021	2022	Total
Planning	-	-	-	-	-	\$ -
Land Acquisition	-	-	-	-	-	\$ -
Construction	-	-	-	-	-	\$ -
Other	243,000	471,000	237,000	-	-	\$ 951,000
Total	\$ 243,000	\$ 471,000	\$ 237,000	\$ -	\$ -	\$ 951,000
Operating Cost Impact	\$ 115,000	\$ 93,000	\$ 168,000	\$ 130,000	\$ 130,000	\$ 636,000

# CITY OF APPLETON 2018 BUDGET

## CAPITAL PROJECTS FUNDS

**Information Technology**

**Business Unit 4220**

### PROGRAM MISSION

This program accounts for funding sources and expenditures for various data processing, communications, and technology related needs.

### PROGRAM NARRATIVE

**Link to Strategy:**

Implements Key Strategy # 6: "... improve the efficiency and effectiveness of City services..."

**Objectives:**

Further descriptions of projects to be funded from this fund can be found in the Capital Projects section of the budget, as follows:

Project	Subledger	Amount	Page
ERP system (I-series replacement)	2407	\$ 243,000	Projects, Pg. 629
Storage Area Network (SAN) replacement	2403	500,000	Projects, Pg. 630
Council Chambers audio / video upgrade	2416	65,000	Projects, Pg. 630
		<u>\$ 808,000</u>	

**Major changes in Revenue, Expenditures, or Programs:**

No major changes

### PERFORMANCE INDICATORS

Actual 2015   Actual 2016   Target 2017   Projected 2017   Target 2018

Note: Since this program exists solely to account for funding sources and expenditures for various technology capital investments, there are no continuing performance measures.

### DEPARTMENT BUDGET SUMMARY

Programs		Actual		Budget			%
Unit	Title	2015	2016	Adopted 2017	Amended 2017	2018	Change *
	Program Revenues	\$ 702	\$ (2,948)	\$ -	\$ -	\$ -	N/A
	Program Expenses	\$ 340,734	\$ 551,309	\$ 452,000	\$ 1,093,102	\$ 808,000	78.76%
Expenses Comprised Of:							
	Personnel	-	4,419	-	-	-	N/A
	Administrative Expense	-	-	-	-	-	N/A
	Supplies & Materials	-	-	-	-	-	N/A
	Purchased Services	-	-	-	-	-	N/A
	Utilities	-	-	-	-	-	N/A
	Repair & Maintenance	-	-	-	-	-	N/A
	Capital Expenditures	340,734	546,890	452,000	1,093,102	808,000	78.76%

# CITY OF APPLETON 2018 BUDGET CAPITAL PROJECTS FUNDS

**Information Technology**

**Business Unit 4220**

**PROGRAM BUDGET SUMMARY**

Description	Actual		Budget		
	2015	2016	Adopted 2017	Amended 2017	2018
Revenues					
4710 Interest on Investments	\$ 702	\$ (2,948)	\$ -	\$ -	\$ -
5910 Proceeds of Long-term Debt	261,000	980,248	452,000	452,000	522,060
5921 Trans In - General Fund	-	-	-	-	-
5925 Trans In - Wastewater	-	-	-	-	-
5926 Trans In - Water	-	-	-	-	-
5933 Trans In - Stormwater	-	-	-	-	-
Total Revenue	<u>\$ 261,702</u>	<u>\$ 977,300</u>	<u>\$ 452,000</u>	<u>\$ 452,000</u>	<u>\$ 522,060</u>
Expenses					
6108 Overtime	\$ -	\$ 4,419	\$ -	\$ -	\$ -
6404 Consulting	-	-	-	-	-
6327 Miscellaneous Equipment	-	-	-	-	-
6804 Equipment	340,734	546,890	75,000	716,102	565,000
6815 Software Acquisition	-	-	377,000	377,000	243,000
Total Expense	<u>\$ 340,734</u>	<u>\$ 551,309</u>	<u>\$ 452,000</u>	<u>\$ 1,093,102</u>	<u>\$ 808,000</u>

**DETAILED SUMMARY OF 2018 PROPOSED EXPENDITURES > \$15,000**

**Equipment**

Storage Area Network (SAN) replacement	\$ 500,000
Council Chambers audio/video	65,000
ERP system	243,000
	<u>\$ 808,000</u>



**CITY OF APPLETON 2018 BUDGET**  
**INFORMATION TECHNOLOGY**  
**SCHEDULE OF REVENUES, EXPENDITURES AND CHANGES IN FUND BALANCE (DEFICIT)**

<b>Revenues</b>	2015 Actual	2016 Actual	2017 Budget	2017 Projected	2018 Budget
Interest Income	\$ 702	\$ (2,948)	\$ -	\$ -	\$ -
Other	-	-	-	-	-
Total Revenues	<u>702</u>	<u>(2,948)</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>Expenses</b>					
Program Costs	340,734	551,309	452,000	675,000	808,000
Total Expenses	<u>340,734</u>	<u>551,309</u>	<u>452,000</u>	<u>675,000</u>	<u>808,000</u>
Revenues over (under) Expenses	(340,032)	(554,257)	(452,000)	(675,000)	(808,000)
<b>Other Financing Sources (Uses)</b>					
Proceeds of G.O. Debt	261,000	980,248	452,000	427,000	522,060
Operating Transfers In	-	-	-	-	-
Operating Transfers Out	-	-	-	-	-
Total Other Financing Sources (Uses)	<u>261,000</u>	<u>980,248</u>	<u>452,000</u>	<u>427,000</u>	<u>522,060</u>
Net Change in Equity	(79,032)	425,991	-	(248,000)	(285,940)
Fund Balance - Beginning	<u>186,981</u>	<u>107,949</u>	<u>533,940</u>	<u>533,940</u>	<u>285,940</u>
Fund Balance - Ending	<u>\$ 107,949</u>	<u>\$ 533,940</u>	<u>\$ 533,940</u>	<u>\$ 285,940</u>	<u>\$ -</u>

**CITY OF APPLETON 2018 BUDGET**

**INFORMATION TECHNOLOGY**

**Information Technology Director: Dean J. Fox**

## **CITY OF APPLETON 2018 BUDGET INFORMATION TECHNOLOGY**

### **MISSION STATEMENT**

The Information Technology Department serves to provide all City departments with reliable, timely and accurate computer applications, as well as planning and implementation of technology related hardware and services that are both cost effective and responsive to departmental needs.

### **DISCUSSION OF SIGNIFICANT 2017 EVENTS**

As the City's Information Technology (IT) Department remains ever vigilant of the technology needs of our departments, our increasing dependence on technology and the ability to manage it continues to be a priority. Essential functions of the IT Department are; providing services such as monitoring network and operating systems, ensuring the performance of backups, maintaining security procedures and protocols, and providing hardware and software technical support for all technology infrastructure components to ensure that technology resources are accessible to City staff. Plans and strategies to improve technology systems as we move forward will continue to be evaluated. Our goal is, and always has been, to be as close to 100% uptime as possible. As the department continues to evolve with technology, we will focus on understanding how the IT role is changing, look at IT as a complete part of making the City departments technically successful, driving new business initiatives and becoming a strategic partner with each department for the benefit of the City. Our goal is for the IT Department to be a seamless partner with other City Departments allowing the technology to work for them behind the scenes.

The following summarizes significant events in 2017:

Took our first step into operating in the cloud by moving our Microsoft Exchange email server to an Office 365 cloud environment

Began the migration of our workstations to Microsoft Windows 10 from Windows 7

Continued to add additional components to our security assessment, continuing offsite monitoring and intrusion detection; increased end point protection with additional malware software

Continued work on the City's website, went into partnership with Site-Improve for website monitoring as well as continue to self-monitor and keep the site fresh and the information set up in an easy to use format

Installed new Meraki wireless system in most City buildings and Houdini Plaza, implementing the latest security best practices along with it

Implemented a new document management system for the Legal Department

Continued to replace and upgrade PCs and laptops to stay as close to a 4 year replacement cycle as financially feasible

Continued with the project of replacing the iSeries mainframe and related software with a networked Enterprise Resource Planning (ERP) System and asset management, inventory and Computer Assisted Mass Appraisal (CAMA) systems. The CAMA system went live in the summer of 2017 and the Finance modules are scheduled to go live in November of 2017. The next steps for 2018 will be implementation of the HR and Payroll modules.

Significant programming work continues in preparing the data on the iSeries to convert to the ERP program along with SQL programming to transition both the CAMA and ERP projects

Work continues on the redundancy needed for our AAMFON fiber to anticipate as many disaster scenarios as possible

Programming changes as needed to enhance the intranet applications used by various departments

## CITY OF APPLETON 2018 BUDGET INFORMATION TECHNOLOGY

### MAJOR 2018 OBJECTIVES

Proactively find opportunities to streamline processes and improve communications. Collaborative efforts with the Appleton School District along with Fox Valley Technical College and Outagamie County on potential shared costs will always be explored when feasible. Included in the collaborative efforts will be working with other agencies in the growth of the Appleton Area Metropolitan Fiber Optic Network (AAMFON) and continued updating and increasing of its utilization and bandwidth. This will become even more important since the need for additional stable bandwidth is ever-increasing.

Move toward completion of the ERP system and further implementation of the selected modules

Continue to upgrade the necessary PC's, laptops, MDC's and tablets to maximize efficiency and minimize the cost of maintaining older equipment

Review and analyze existing technical and system operations to improve effectiveness and keep pace with the technological landscape; with continuous improvement and enhancement, our goal is to achieve 99.999% uptime of our systems

Enhance the build-out of a disaster recovery system from the original 2015 project, ensuring the most effective way of protecting the City's data using the latest offsite backup technology; continue a business continuity plan for the IT Department, giving us procedures to follow in case of an emergency

Replace the Storage Area Network (SAN) with new updated hardware and the latest software to ensure confidentiality, integrity and availability of all City data

Work with individual departments to become a closer business partner and help identify departmental technology needs and advancements

Utilize cloud services whenever financially and technically feasible

Develop and establish information technology-related goals and objectives

DEPARTMENT BUDGET SUMMARY							
Programs		Actual		Budget		% Change *	
Unit	Title	2015	2016	Adopted 2017	Amended 2017	2018	
<b>Program Revenues</b>		\$ -	\$ -	\$ -	\$ -	\$ -	N/A
<b>Program Expenses</b>							
13010	Administration	217,978	221,727	257,701	258,910	264,099	2.48%
13020	Mainframe	396,867	365,378	402,217	403,111	343,064	-14.71%
13030	Network	1,113,278	1,117,308	1,157,295	1,197,678	1,238,155	6.99%
<b>TOTAL</b>		\$ 1,728,123	\$ 1,704,413	\$ 1,817,213	\$ 1,859,699	\$ 1,845,318	1.55%
<b>Expenses Comprised Of:</b>							
Personnel		952,829	966,923	1,021,735	1,026,387	1,020,185	-0.15%
Administrative Expense		65,540	57,849	62,714	62,714	58,714	-6.38%
Supplies & Materials		146,267	177,967	177,000	177,000	176,500	-0.28%
Purchased Services		(6,190)	17,784	17,000	43,094	36,600	115.29%
Utilities		5,102	6,863	5,550	5,550	7,350	32.43%
Repair & Maintenance		564,575	477,027	533,214	544,954	545,969	2.39%
Capital Expenditures		-	-	-	-	-	N/A
<b>Full Time Equivalent Staff:</b>							
Personnel allocated to programs		11.00	11.00	11.00	11.00	11.00	

# CITY OF APPLETON 2018 BUDGET INFORMATION TECHNOLOGY

**Administration**

**Business Unit 13010**

## PROGRAM MISSION

To ensure that staff within the Information Technology Department can perform their duties in an effective manner while working in a pleasing and comfortable atmosphere, we will provide necessary tools, equipment, training and support to promote a healthy work environment that encourages customer support and personal development.

## PROGRAM NARRATIVE

### Link to City Goals:

Implements Key Strategies # 1: "Prompt delivery of excellent services", # 2: "Encourage active community participation and involvement", # 3: "Recognize and grow everyone's talents", # 4: "Continuously assess trends affecting the community and proactively respond", # 6: "Create opportunities and learn from successes and failures" and # 7: "Communicate our success through stories and testimonials".

### Objectives:

Provide training resources to maintain, enhance and develop skills for efficient job performance and personal development of staff

Provide workspace, parking and supplies to create a comfortable working environment that meets safety and environmental needs

Provide resources including telephone and voicemail to enhance communication opportunities for staff

Provide for opportunities to network with industry professionals through memberships and subscriptions to trade publications

### Major changes In Revenue, Expenditures, or Programs:

The increase in utilities expense in this budget is the result of greater use of mobile devices, particularly laptops and tablets using air cards for remote access to the City network.

## PERFORMANCE INDICATORS

	Actual 2015	Actual 2016	Target 2017	Projected 2017	Target 2018
<b>Strategic Outcomes</b>					
Reduce hardware to become "green" department					
% of virtual vs physical servers	95%	95%	95%	99%	99%
Safeguarding data					
# of audit records requiring security attention	4	0	4	0	0
<b>Work Process Outputs</b>					
IT Expense per FTE employee; (national average approx. \$11,770)	\$ 2,903	\$ 2,768	\$ 2,841	\$ 2,841	\$ 3,065
IT staff training (hours)	440	520	880	880	880
Telephone numbers supported	770	770	770	770	770

# CITY OF APPLETON 2018 BUDGET INFORMATION TECHNOLOGY

Administration

Business Unit 13010

## PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2015	2016	Adopted 2017	Amended 2017	2018
Expenses					
6101 Regular Salaries	\$ 125,037	\$ 124,476	\$ 148,251	\$ 149,304	\$ 151,371
6150 Fringes	38,240	40,111	51,936	52,092	53,914
6201 Training\Conferences	39,424	33,269	33,000	33,000	33,000
6206 Parking Permits	4,269	4,057	4,464	4,464	4,464
6301 Office Supplies	761	830	1,000	1,000	1,000
6303 Memberships & Licenses	50	50	50	50	50
6305 Awards & Recognition	192	284	200	200	200
6320 Printing & Reproduction	1,406	1,252	2,000	2,000	1,500
6327 Miscellaneous Equipment	1,729	75	2,000	2,000	2,000
6413 Utilities	3,360	5,112	3,800	3,800	5,600
6599 Other Contracts/Obligations	3,510	12,211	11,000	11,000	11,000
Total Expense	<u>\$ 217,978</u>	<u>\$ 221,727</u>	<u>\$ 257,701</u>	<u>\$ 258,910</u>	<u>\$ 264,099</u>

## DETAILED SUMMARY OF 2018 PROPOSED EXPENDITURES > \$15,000

### Training

Average 2 week training per year per  
staff member

\$	33,000
<u>\$</u>	<u>33,000</u>

# CITY OF APPLETON 2018 BUDGET INFORMATION TECHNOLOGY

**Mainframe**

**Business Unit 13020**

## PROGRAM MISSION

To ensure that all mainframe users can collect, process and manage needed information and communicate more effectively, we will assist with the analysis, development, testing and implementation of new and upgraded automated systems, as well as maintain the availability and reliability of the mainframe computer.

## PROGRAM NARRATIVE

### Link to City Goals:

Implements Key Strategies # 1: "Prompt delivery of excellent services", # 2: "Encourage active community participation and involvement", # 4: "Continuously assess trends affecting the community and proactively respond", and # 6: "Create opportunities and learn from successes and failures".

### Objectives:

Communicate on a regular basis with department liaisons to ascertain information needs

Complete ongoing prioritization of all new and existing mainframe system development tasks

Coordinate, prioritize and complete department projects in line with available resources, and ensure all departments are regularly kept informed of progress

Enhance knowledge of newly implemented technology including hardware, software and specialized systems through effective training programs

Maintain availability of reliable computer hardware and software through a cost effective upgrade schedule

Continue work on replacement of the iSeries with the Enterprise Resource Planning (ERP) package

### Major changes in Revenue, Expenditures, or Programs:

A reduction in modules used on the iSeries as use of programs that are part of the ERP system project continues to ramp up has reduced IT's need for in-house programmers. One programmer position previously budgeted as full time is vacant following a retirement but remains on the table of organization pending further review of IT's staffing needs as the transition away from the iSeries proceeds. For 2018, this position is budgeted as half time and unbenefited.

The reduction in software support expense reflects the planned termination of the maintenance agreement for the JDEdwards software. With the transition to the Tyler Munis software it will no longer be needed and is planned to be dropped after the first quarter. Support for the Tyler software is budgeted in the Network program.

## PERFORMANCE INDICATORS

	<u>Actual 2015</u>	<u>Actual 2016</u>	<u>Target 2017</u>	<u>Projected 2017</u>	<u>Target 2018</u>
<b>Client Benefits/Impacts</b>					
Rapid response to information needs					
# of requests over 6 months old	8	6	1	6	6
# of project requests outstanding	8	16	5	10	6
<b>Strategic Outcomes</b>					
Sustain personnel resource allocation					
% of staff time allocated to new					
application development (estimate)	50%	50%	25%	25%	20%
(Goal is for the % to decline as we move closer to a replacement technology)					
<b>Work Process Outputs</b>					
# of new requests received	226	157	100	85	75
# of user accounts supported	520	520	520	520	520

# CITY OF APPLETON 2018 BUDGET INFORMATION TECHNOLOGY

**Mainframe**

**Business Unit 13020**

## PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2015	2016	Adopted 2017	Amended 2017	2018
Expenses					
6101 Regular Salaries	\$ 246,902	\$ 224,606	\$ 254,760	\$ 255,538	\$ 231,539
6104 Call Time	1,961	1,533	2,233	2,233	2,841
6150 Fringes	83,849	79,415	85,024	85,140	70,179
6327 Miscellaneous Equipment	3,858	246	1,000	1,000	1,000
6418 Equip Repairs & Maint	19,057	1,856	24,500	24,500	20,000
6424 Software Support	41,240	57,722	34,700	34,700	17,505
Total Expense	<u>\$ 396,867</u>	<u>\$ 365,378</u>	<u>\$ 402,217</u>	<u>\$ 403,111</u>	<u>\$ 343,064</u>

## DETAILED SUMMARY OF 2018 PROPOSED EXPENDITURES > \$15,000

### Equipment Repairs & Maint

IBM iSeries maintenance	\$ 20,000
	<u>\$ 20,000</u>

### Software Support

Elite forms	\$ 1,400
ABSTRACT	1,400
JDEdwards	5,805
SEQUEL	8,000
Misc. software	900
	<u>\$ 17,505</u>



# CITY OF APPLETON 2018 BUDGET INFORMATION TECHNOLOGY

**Network**

**Business Unit 13030**

## PROGRAM MISSION

To ensure that users of City network data and communication systems can continue to perform automated functions in an effective manner, we will maintain the availability and reliability of such systems and correct any operational problems, as well as provide appropriate upgrades and development of new systems as needed.

## PROGRAM NARRATIVE

### Link to City Goals:

Implements Key Strategies # 1: "Prompt delivery of excellent services", # 2: "Encourage active community participation and involvement", # 4: "Continuously assess trends affecting the community and proactively respond", and # 6: "Create opportunities and learn from successes and failures".

### Objectives:

- Minimize downtime of computer systems, applications, phone, voice mail and copier services through timely and skilled maintenance and problem solving
- Maintain availability of reliable hardware and software through a cost effective maintenance and upgrade schedule
- Enhance effective information availability through the internal intranet as well as the external internet site
- Continue work toward full utilization of the fiber optic network which will vastly increase the efficiency of network administration as well as the speed at which employees can access information

### Major changes in Revenue, Expenditures, or Programs:

Equipment repairs and maintenance expenses have increased due to the maintenance cost of the recently upgraded and expanded wireless access and the video conferencing unit used for remote access to Council meetings.

The increases in software support include Microsoft licensing, reflecting both the number of machines covered and the move to Office 365 software, malware protection, the backup system, IT trouble ticket management software, increased use of Adobe Cloud Suite software, website support and the new software for the Legal Department's document management software (\$22,050).

## PERFORMANCE INDICATORS

	<u>Actual 2015</u>	<u>Actual 2016</u>	<u>Target 2017</u>	<u>Projected 2017</u>	<u>Target 2018</u>
<b>Client Benefits/Impacts</b>					
Quick problem resolution					
# of project requests outstanding	4	5	4	5	5
<b>Strategic Outcomes</b>					
Minimized disruption to City operations because of hardware/software issues					
Ratio of IT Staff to Users; (national average 1:50)	1:56	1:59	1:59	1:59	1:59
<b>Work Process Outputs</b>					
New systems implemented					
# of network accounts supported	620	620	620	620	620
# of computers maintained	475	500	520	520	520
# PC's replaced/upgraded	77	75	108	90	85
Help Desk problems resolved					
# of calls / email handled by help desk	17,000	12,000	12,000	15,000	15,000
# personnel trained	11	11	11	10.5	10.5
# of hours of training	New measure →		880	770	880

# CITY OF APPLETON 2018 BUDGET INFORMATION TECHNOLOGY

Network

Business Unit 13030

## PROGRAM BUDGET SUMMARY

Description	Actual		Budget		2018
	2015	2016	Adopted 2017	Amended 2017	
Expenses					
6101 Regular Salaries	\$ 326,002	\$ 347,629	\$ 341,191	\$ 343,410	\$ 350,635
6104 Call Time	1,444	1,057	2,701	2,701	3,457
6105 Overtime	2,559	3,082	2,034	2,034	2,082
6150 Fringes	126,834	145,014	133,605	133,935	154,167
6301 Office Supplies	20,845	19,360	24,000	24,000	20,000
6327 Miscellaneous Equipment	139,275	176,394	172,000	172,000	172,000
6404 Consulting Services	(9,701)	5,572	6,000	32,094	25,600
6413 Utilities	1,743	1,751	1,750	1,750	1,750
6418 Equip. Repairs & Maint	48,642	51,211	48,100	48,100	57,300
6419 Communication Eq. Repairs	27,221	26,794	23,000	23,000	25,000
6424 Software Support	428,414	339,444	402,914	414,654	426,164
Total Expense	\$ 1,113,278	\$ 1,117,308	\$ 1,157,295	\$ 1,197,678	\$ 1,238,155

## DETAILED SUMMARY OF 2018 PROPOSED EXPENDITURES > \$15,000

<u>Office Supplies</u>		<u>Software Support</u>	
Network supplies - toner, ink, tapes	\$ 20,000	Microsoft agreement	\$ 150,000
	<u>\$ 20,000</u>	Mitel VoIP support	42,500
		GIS - DLT solutions	19,200
<u>Miscellaneous Equipment</u>		Doc management support	15,000
Upgrade PC's and laptops	\$ 83,000	Anti-Virus subscription	5,500
Upgrade MDC's (20)	56,000	Spam filtering	5,000
Misc. network hardware	20,000	Sgt. labs support	3,300
Application and network management	13,000	Unitrends Software Support	20,000
	<u>\$ 172,000</u>	NEOGOV	13,000
		Track-IT support	4,000
<u>Consulting</u>		Miscellaneous software	12,000
Network firewall security monitoring	\$ 16,440	Shopkey (MSB/Transit)	1,800
Other network support	9,160	SignCAD/SignCAM (MSB)	1,600
	<u>\$ 25,600</u>	RecTrac support (Parks)	5,600
		Forensic software (PD)	1,600
<u>Equip. Repairs &amp; Maint.</u>		ID networks (PD)	4,200
NovaTime(Parks/Transit)	\$ 1,300	Adobe Creative Suite	7,000
SAN hardware support	12,500	Vision Internet	9,000
Porter Lee (Police Evidence System)	1,700	Cycom document mgmt.	1,200
Core switch support	18,000	Win-Wam (Health W&M)	1,800
Firewall support	14,600	ArcGIS ELS (CD - GIS)	56,070
HighFive (Council meetings)	2,700	CAD (AFD APD)	20,794
Wireless equipment	6,500	NetMotion	5,500
	<u>\$ 57,300</u>	CAMA Support (Assessor)	20,500
			<u>\$ 426,164</u>
<u>Communication Equip. Repair</u>			
Pro-rata share of fiber network costs	\$ 25,000		
	<u>\$ 25,000</u>		

City of Appleton  
2018 Budget  
Revenue and Expense Summary

Description	2015 Actual	2016 Actual	2017 YTD Actual	2017 Adopted Budget	2017 Amended Budget	2018 Requested Budget	2018 Adopted Budget
REVENUES							
TOTAL REVENUES	0	0	0	0	0	0	0
EXPENSES BY LINE ITEM							
Regular Salaries	617,006	615,827	461,199	744,202	748,252	0	733,545
Call Time	3,405	2,590	3,028	4,934	4,934	0	6,298
Overtime	2,559	3,082	482	2,034	2,034	0	2,082
Sick Pay	5,224	1,350	1,725	0	0	0	0
Vacation Pay	75,713	79,534	55,416	0	0	0	0
Fringes	248,922	264,541	185,386	270,565	271,167	0	278,260
Salaries & Fringe Benefits	952,829	966,924	707,236	1,021,735	1,026,387	0	1,020,185
Training & Conferences	39,424	33,269	29,175	33,000	33,000	33,000	33,000
Parking Permits	4,269	4,057	4,089	4,464	4,464	4,464	4,464
Office Supplies	21,605	20,190	10,990	25,000	25,000	25,000	21,000
Memberships & Licenses	50	50	50	50	50	50	50
Awards & Recognition	192	284	0	200	200	200	200
Administrative Expense	65,540	57,850	44,304	62,714	62,714	62,714	58,714
Printing & Reproduction	1,406	1,252	955	2,000	2,000	2,000	1,500
Miscellaneous Equipment	144,862	176,714	90,043	175,000	175,000	175,000	175,000
Supplies & Materials	146,268	177,966	90,998	177,000	177,000	177,000	176,500
Consulting Services	9,701-	5,572	14,798	6,000	32,094	25,600	25,600
Other Contracts/Obligations	3,510	12,211	3,600	11,000	11,000	11,000	11,000
Purchased Services	6,191-	17,783	18,398	17,000	43,094	36,600	36,600
Electric	0	0	0	0	0	1,750	1,750
Telephone	2,815	2,692	2,334	2,950	2,950	0	0
Cellular Telephone	2,287	4,171	3,550	2,600	2,600	5,600	5,600
Utilities	5,102	6,863	5,884	5,550	5,550	7,350	7,350
Equipment Repair & Maintenance	67,699	53,067	48,311	72,600	72,600	93,000	77,300
Communications Equip. Repairs	27,221	26,794	98	23,000	23,000	25,000	25,000
Software Support	469,655	397,166	392,031	437,614	449,354	459,664	443,669
Repair & Maintenance	564,575	477,027	440,440	533,214	544,954	577,664	545,969
Capital Expenditures	0	0	0	0	0	0	0
TOTAL EXPENSES	1,728,123	1,704,413	1,307,260	1,817,213	1,859,699	861,328	1,845,318

<b>CITY OF APPLETON PERSONNEL POLICY</b>	<b>TITLE:</b> <b>Dress Code Policy</b>	
<b>ISSUE DATE:</b> July 3, 2002	<b>LAST UPDATE:</b> June 17, 2002 December 2008 March 2013 October 2017	<b>SECTION:</b> Human Resources
<b>POLICY SOURCE:</b> Human Resources Department	<b>POLICY COVERAGE:</b> All City employees and volunteers	<b>TOTAL PAGES:</b> 6
Reviewed by Attorney's Office Date: June 2002 September 2008	<b>Committee Approval Date:</b> June 26, 2002 January 14, 2009	<b>Council Approval Date:</b> July 2, 2002 January 21, 2009

## I. PURPOSE

The purpose of this document is to establish a Citywide policy for overall standards and expectations of employees and volunteers. Because City employees and volunteers often present the first image or impression of the City to its citizens and visitors, this policy provides guidelines for proper, professional business attire for City of Appleton employees and volunteers.

## II. DEFINITIONS

- A. Uniformed Personnel:** Any City of Appleton employee or volunteer who is required to wear a uniform or standardized outfit while conducting City business during their scheduled work hours or when representing the City outside of their regular work hours (e.g., public education events or City-sponsored training seminar).
- B. Uniform:** Any set of clothing or appearance standards that are set for employees and volunteers for the City of Appleton.
- C. Apparel Vendor:** The vendor chosen by the City and/or specific department to provide uniforms and/or cleaning services for these uniforms, and City apparel items.
- D. Field Employees:** Any City of Appleton employee who consistently spends 50% or more of their scheduled work time outside of City offices or buildings.
- E. Office Employees:** Any City of Appleton employee who regularly spends 50% or more of his/her scheduled work time in City offices or buildings.

## III. POLICY

This policy outlines the audience, expectations, guidelines, and employee and supervisory

responsibilities for City of Appleton employees and volunteers. This policy is in effect for City employees and volunteers during their City-scheduled work time and during the times that they represent the City outside their regular work hours (e.g., at a work-related training conference), unless otherwise dictated by their department's policy. City departments are expected to use this policy as the minimum standard for their employees/volunteers. Each Department Director has the authority to set additional dress code expectations that are higher than those listed in this policy. City employees and volunteers are required to follow this policy. If the policy is not followed, employees are subject to discipline, up to and including discharge.

## **A. Audience**

This policy applies to all City of Appleton employees and volunteers. Those employees and volunteers who are required to wear uniforms must follow their respective department's uniform code policies in addition to the guidelines of this policy.

Limited exceptions from this policy apply to employees and volunteers who have medical conditions, such as leg or foot problems. These exceptions must be acknowledged in writing by their personal physician and be approved in advance by the Department Director.

Exceptions to this policy for religious reasons shall be made on a case-by-case basis and in compliance with applicable laws and regulations.

## **B. General Expectations**

Employees and volunteers should be neat, clean and well-groomed when reporting to work. Shoes should be clean and not excessively worn. Clothing should be clean and pressed, not excessively worn or faded, and without holes or frayed areas. Hair (including facial hair) should be well groomed. Body piercing (other than earrings) that is exposed to the public should either be removed or covered during the employee's or volunteer's scheduled work hours or during times that they represent the City outside their regular work hours. Hair must be of a natural hue (e.g., not colored green and yellow for Packers' games). Supervisors and/or Department Directors will have the final decision whether or not something is appropriate for the workplace.

## **C. Guidelines**

### **1. Guidelines for All Employees**

- a. All employees or volunteers in safety-sensitive positions should not wear jewelry that may jeopardize their safety during work. Each departmental safety coordinator (or City Safety Coordinator if no departmental safety coordinator exists) shall determine what jewelry is appropriate for each safety-sensitive position and which jobs are considered safety-sensitive.
- b. All employees or volunteers must prominently wear or display City identification on their outermost piece of clothing during their scheduled work hours. They also must carry their City-issued identification card during work hours and when conducting City

- business. They must show it when requested.
- c. The City logo must be displayed using the colors and logo design as designated by the Mayor's office.
  - d. All City-logoed clothing must be purchased through the apparel vendor selected by the City.
  - e. When wearing a uniform or City-logoed apparel, the employee represents the image of the City whether or not the employee is on work time. Consequently, employees and volunteers should not wear or display the City logo at inappropriate locations or engage in unbecoming behavior when wearing the City logo.
  - f. All clothing should be clean and pressed, not excessively worn or faded, and without holes or frayed areas.
  - g. Employees and volunteers must not remove belt loops from their pants.
  - h. Shirts must be tucked in at all times, unless the shirt is tailored to be worn outside other clothing.
  - i. If logos are on clothing, these logos should not promote contractors or vendors that may conduct business with the City (because it may be perceived as favoritism).
  - j. Clothing that promotes alcohol or drug use, or inappropriate/offensive behavior or language, is not allowed.
  - k. Cotton t-shirts must be neatly pressed/not wrinkled. Sleeves should not be rolled up.
  - l. Tube tops, bikini tops and halter-tops are not acceptable.
  - m. Rips/Tears are not acceptable on any clothing.
  - n. Employees and volunteers may wear shorts only if they are a set uniform standard for their job (must be pre-approved by the Department Director). If shorts are worn, they must be longer than mid-thigh length and must be neatly pressed. No jean shorts, spandex (exception: APD Bike Patrol) or beachwear (exception: lifeguards) are allowed.
  - o. Body tattoos that show any image that may violate the City's Harassment & Discrimination policy (e.g., unclothed person or inappropriate language) must be covered during employee's/volunteer's scheduled work time or while representing the City.
  - p. Jeans are not acceptable at any time except for "Professional Sports Team" days, other days as designated by the Mayor and casual Fridays. (Exception: Office employees who also have field responsibilities will be permitted to wear jeans if the employee anticipates being in the field four or more hours in a given work day, and has obtained prior approval to wear jeans.)
  - q. Hats are not allowed unless considered a uniform standard for the employee's job. City employees and volunteers must wear only City-issued hats. ~~Hats should not be worn inside City buildings.~~
  - r. All shoes must be clean and not excessively worn. Athletic/Sports shoes are not allowed unless considered a uniform standard for the employee's job. Hiking boots, tennis, or tennis-like (e.g. Candies or Skechers) shoes, flip-flop thong sandals or Crocs are not acceptable at any time. Dress sandals are acceptable.
  - s. Dressy capri pants are acceptable.
  - t. Skorts and skirts must not be shorter than 2" above the knee.

- u. Sheer clothing (that you can see through) and short shirts (that reveal the employee's stomach area/back) are not allowed.
- v. Tank tops and clothing with spaghetti straps are not acceptable unless covered by a jacket or sweater. Dressier sleeveless tops, blouses and sweaters are acceptable.
- w. Hooded sweatshirts, fleece and flannel clothing are not allowed at any time.

**2. Additional Guidelines for Employees who receive a Clothing/Uniform Allowance from the City (see Appendix A for positions that fit into this category)**

- a. All clothing must be clean, neatly pressed and have no rips, tears or missing buttons. If clothing does not meet these standards, supervisors have the right to require an employee to obtain new, clean uniform items.
- b. In no way should modifications be made to a uniform standard (e.g., rolling up or ripping/cutting off sleeves of t-shirts).
- c. Employees or volunteers may wear jeans if they are considered a uniform standard for their job. This standard must be approved in advance by the Department Director. Jeans should not be ripped, torn, frayed or excessively worn or faded.
- d. Safety shoes must be worn if considered a uniform standard for an employee's job. They must be replaced when excessively worn or when they represent a safety hazard to the employee. Supervisors have the right to order an employee to replace safety shoes if they pose a safety hazard to the employee.
- e. All employees working in or around any areas where there is danger from street traffic shall wear a City-issued high-visibility vest. If pre-approved by the Department Director as a part of a standard uniform for a job, employees may wear ANSI-standard high-visibility clothing (e.g., t-shirts, pants, etc.) that is purchased through the City's apparel vendor.

**3. Additional Guidelines for Employees Who Receive City-Issued Uniforms (see Appendix A for positions that fit into this category)**

- a. If the City provides uniforms for its employees or volunteers, they must wear their uniforms every day during their scheduled work time. If an employee or volunteer does not have enough changes so he/she can wear a clean uniform every day, he/she is responsible for notifying the appropriate department contact person to obtain additional changes. Conversely, if an employee receives excess uniform changes, he/she is responsible for notifying the department contact person to have the quantities adjusted.
- b. Employees and volunteers are not allowed to wear any part of their City-supplied uniforms for personal use.
- c. When a uniform is worn, it must be worn completely. The mixing of non-uniform clothes and uniform clothes is prohibited.
- d. Employees and non-employees are not allowed to wear any part of a City uniform not issued to them, at any time.

## **IV. RESPONSIBILITIES**

### **A. Employees and Volunteers**

All City of Appleton employees and volunteers are responsible for adhering to the above expectations and guidelines. If employees or volunteers have questions, they should ask their supervisor prior to wearing the item(s) in question to work.

### **B. Supervisors**

City of Appleton supervisors have the authority and expectation to send employees or volunteers home without pay to change their clothes if the employees are not dressed or groomed appropriately per the details of this policy.



Uniform		Clothing*/\$		Business Dress Code Policy	
<b><u>Authority</u></b> Lifeguard CSO	<b><u>Industrial Environment</u></b> Water - Utilities Wastewater - Utilities Mechanics - CEA Electrician - Utilities	<b><u>High Public Contact - External Environment</u></b> Building Inspections Engineering Technician Parking Enforcement Weights & Measures Assessors Environmentalists Civilian Fire Inspector <b>Training and Resource Development Specialist</b> <b>Fire Protection Engineer</b> APD Communication Technicians Lead Community Service Officer	<b><u>Field Personnel</u></b> Water Meter DPW Operations Facilities & Grounds Parking Service Persons	<b><u>High Public Contact</u></b> Customer Service Position Planning Community Development Library Nurses (wear ID in field; Logo Wear at clinics)  Parking Cashiers  Engineers  DPW Foremen	<b><u>Internal Customer Service</u></b> HR Finance Attorney TS Inventory/Stock Clerks APD Record Technicians  City Clerk  GIS  Purchasing  APL Maintenance Staff Parks & Recreation Staff
City provides uniform.	City provides uniform and laundry service. Coveralls available.	City provides vest and clothing allowance.	City provides vest and clothing allowance.	Business Dress Code Policy	Business Dress Code Policy

Employees who are required to wear safety shoes for their position would receive an annual allowance of \$55 towards safety shoes. If required to use Personal Protective Equipment (PPE), the equipment would be provided. ~~would continue to receive PPE, and \$ towards safety shoes/coveralls (as applicable per departmental work rules).~~

\*Annual reimbursement (starting in 2015): \$125 for clothing/outerwear and \$55 for safety shoes. New hires will receive the uniform and allowance (if applicable) upon hire and annually thereafter. Employees who retire within the first quarter of a year would not receive the annual reimbursement during that year.

**Note:** Seasonal uniforms will be dictated by each department.

CITY OF APPLETON POLICY	TITLE: <b>Automatic External Defibrillator (AED)</b> <b>All City Facilities (except Police &amp; Fire)</b>	
ISSUE DATE: February 2007	LAST UPDATE: August 2011 October 2012 <u>June 2017</u>	SECTION: Safety
POLICY SOURCE: Human Resources Department	AUDIENCE: All City Facilities except Police, Fire	TOTAL PAGES: 9
Reviewed by Attorney's Office Date: December 5, 2006 September 29, 2011	Committee Approval Date: January 24, 2007 December 12, 2011	Council Approval Date: February 7, 2007 December 21, 2011

## I. PURPOSE

The purpose of this policy is to provide guidelines for the use of the Automatic External Defibrillators (AED) which are located in City buildings.

## II. POLICY

The City of Appleton has placed AEDs in key locations of City buildings where people work or visit. A list of the City's AED locations is attached. The goal is to have AEDs readily available for use by City staff and bystanders should someone experience a Sudden Cardiac Arrest (SCA).

The AEDs are intended for use by City staff, bystanders members of the public, other first responders ~~with active CPR-AED certification~~, physicians or authorized emergency medical response personnel.

## III. DEFINITIONS

**Automatic External Defibrillator (AED)** – electronic device used to apply electrical shocks to the heart via paddles or pads placed on the patient's chest.

**Electrocardiogram (ECG)** – shows a graphic recording of the electrical activity of the heart.

**Emergency Medical System (EMS)** – the pre-hospital medical system that includes the request for and dispatch of emergency medical response personnel, the field medical treatment of ill/injured patients, and the transport of the ill/injured patients to a hospital for definitive care.

**Emergency Medical Responders (EMR)** – person trained in emergency medical care (i.e. Police & Fire personnel).

**Emergency Medical Technician (EMT)** – person specially trained in pre-hospital care of a sick or injured patient.

**Medical Director** – medical person who oversees the City's AED program. The Medical Director for the City of Appleton is the Medical Director for Gold Cross Ambulance Service.

**Sudden Cardiac Arrest (SCA)** – sudden cessation of cardiac output and blood circulation.

**Ventricular Fibrillation (VF)** – a serious disturbance in a cardiac rhythm.

#### IV. DISCUSSION

Sudden Cardiac Arrest can happen anywhere to people of all ages and at anytime. SCA is usually caused by an electrical malfunction that makes the heart quiver ineffectively in an abnormal rhythm called Ventricular Fibrillation (VF). It sometimes is triggered by a heart attack, but can also happen even without any blockage of blood flow to the heart.

A lifesaving pulse of electricity must be delivered quickly to restore the heart's normal rhythm and pump blood throughout the body. Defibrillation is the only effective treatment for SCA caused by VF.

Research has shown that shortening the time between the onset of VF and defibrillation increases the survival rate of victims.

Cardiac Chain of Survival: A person in cardiac arrest will have the greatest chance of survival if the following steps occur:

- Early recognition and early access – The sooner someone calls 9-1-1, the sooner advanced medical care arrives.
- Early CPR – This helps circulate blood that provides oxygen to vital organs until an AED becomes available.
- Early defibrillation – Each minute that defibrillation is delayed reduces the chance of survival by about 10 percent.
- Early advanced medical care – Trained medical personnel such as EMS personnel and EMTs provide further care and transportation to hospital facilities.

State Statute 895.48 provides immunity “from civil liability for the acts or omissions of a person in rendering in good faith emergency care by use of an automated external defibrillator to an individual who appears to be in cardiac arrest”.

#### V. PROCEDURES

This procedure provides guidelines for the use of the AEDs located in City buildings on adults or adolescents 12 years or older. If a child is under age 12, provide rescue breathing and/or CPR until emergency personnel arrive.

If you find yourself in an emergency situation, put on your personal protective equipment gloves ~~should be put on~~ and the following emergency steps should be taken:

- Check the scene for safety. ~~If unsafe, d~~Don't move a person unless there is immediate danger.
- Check for consciousness by tapping their chest and/or gently shaking their shoulders and asking if they are ok. If the person does not respond...
- Put the person on his or her back on a firm surface
- Call – If you are the only person at the scene, shout for help. If no one arrives, call 9-1-1. You should always call first if there is an unconscious adult or adolescent 12 years or older. If it is an adolescent under 12 and they are not breathing and/or have no pulse provide rescue breathing and/or CPR for 2 minutes, then go call 9-1-1.
- Check – For signs of life (movement or breathing) in an adult
  1. Airway – open the airway using the head-tilt/chin lift technique. If a neck injury is suspected, pull only the jaw (using the jaw-thrust technique) to open airway.

2. Breathing – Look-for signs of breathing for no more than 10 seconds, watching to see if the chest rises and falls. If there are no signs of breathing you must assume the problem is a cardiac emergency and begin CPR immediately.
- Care – Hands only CPR should be done if no pocket mask is available. Start CPR by giving 30 compressions (in about 15 seconds) by compressing the sternum at least 2 inches deep, then two rescue breaths. CPR SHOULD BE CONTINUED UNTIL AN AED BECOMES AVAILABLE OR MORE ADVANCED MEDICAL PERSONNEL ARRIVES AT THE SCENE.
- A. Defibrillation – Prepare to operate the AED when it becomes available  
DO NOT use the AED when a patient has any of the following:
- Consciousness
  - Normal breathing
  - A pulse or other signs of life.
- B. Using the AED
1. For safety remember the following:
    - DO NOT use near or in puddles of water
    - DO NOT use near flammable agents, such as gasoline (remove clothing that may be contaminated with flammable agents).
    - ALWAYS stay clear of the person when delivering the AED shock
    - DO NOT touch the electrode surfaces, the person or any conductive material near the person during the ECG analysis or shock
  2. Turn on the AED.
  3. Follow the prompts as directed by the AED Unit.
  4. Dry skin if necessary, and shave chest hair **ONLY** if it is so excessive it prevents a good seal between electrodes and the skin. Apply electrodes according to diagram on electrode package to victim's bare chest. Press pads to skin.
  5. Stand clear of patient while machine analyzes heart rhythm.
  6. If treatment (SHOCK) is indicated, make sure no one is touching the patient (CLEAR) and then press the lighted "Heart" in center of unit.
  7. If no ~~treatment-shock~~ is ~~indicated~~ advised, perform CPR and for two minutes with cycles of 30 compressions and 2 breaths ~~for 2 minutes~~.
  8. After two minutes of CPR, unit will re-analyze rhythm. ~~up to four more times~~. If "No Shock Treatment" is indicated ~~after five "No Treatment" messages~~, continue CPR until professional help arrives.
  9. When the EMS personnel arrive, follow their instructions.
- C. Transferring the patient to the EMS personnel upon arrival
1. Give a brief summary of the event including:
    - a. Time of event
    - b. Total number of shocks
    - c. Any additional pertinent information about the patient.
  2. EMS personnel will take over the resuscitation efforts

- a. EMS personnel will have their own equipment and may transfer the patient over to their own monitors or continue the use of the attached AED depending on the step of the process.
- ~~b. If EMS personnel use the defibrillator pads that are attached to the patient, ask if they will provide us with replacement pads.~~
- ~~c.~~ b. EMS personnel will direct ongoing CPR efforts and you may be asked to continue with CPR or to step aside.

#### D. Report the event

1. After the event, complete the AED Incident Report (Exhibit 1) and forward to Human Resources Department.
2. The Human Resources Department will notify the Medical Director and verify the AED will be available for future use.
- ~~3. Notify a Safety Committee Member to check the AED status and perform indicated maintenance.~~

## VI. NOTIFICATION OF USE

Human Resources will notify the City's Medical Director immediately after each AED use.

#### A. Incident Review

1. The Medical Director should review a detailed download from the AED.
2. A review and report of the incident should be provided to the Human Resources Department.
3. The Medical Director may discuss the incident with the local EMS personnel to obtain feedback.
4. The Medical Director may check with the hospital on the patient and provide feedback to the site.

#### B. Debriefing

1. If requested by anyone involved in the emergency occurrence, an ~~on-site~~ incident review and debriefing conducted by Police, Fire or Gold Cross should be scheduled as soon as it can be arranged (Exhibit 2).
- ~~2. The debriefing will be coordinated by the City's Risk Manager and will include all employees who would like to review the incident.~~
- ~~3.~~ 2. The debriefing is intended to provide support in the following areas:
  - Success rates and expectations during a resuscitation
  - The human dimension of CPR
  - Recognition of successful aspects of the rescue efforts
  - Stress reactions of rescuers, witnesses, and families after resuscitation attempts
  - Identify any areas for improvement
- ~~4.~~ 3. Equipment Readiness  
After each use, the Parks, Recreation and Facilities Management Department should be notified to check the AED batteries ~~should be checked~~ and the equipment ~~should be so it can be~~ restocked and checked for readiness by the ~~Human Resources or Parks, Recreation and Facilities~~ Grounds and Construction Management Department.

## VII. TRAINING

A. CPR and AED Certification and Re-Certification

CPR and AED certification and re-certification will be conducted according to the American Heart Association and the American Red Cross Guidelines.

B. CPR and AED Refresher Course

The ~~Police or~~ Fire Departments may direct a CPR and AED refresher course that may be provided periodically for City employees.

## VIII. EQUIPMENT MAINTENANCE

The following are suggested steps to maintain the AED:

- A. The Parks, Recreation and Facilities ~~Grounds and Construction~~ Management Department ~~or the designated person for the facility that has an AED~~ will conduct equipment checks on a quarterly basis ~~using the Maintenance form (Exhibit 3) kept in each AED cabinet~~. Batteries and equipment will be replaced as needed.
- B. Replace the AED pads if ~~the gel gets dry or~~ the date on the pads is expired.
- C. Replace CPR supplies after each use of the equipment.

A. Cleaning the Unit

- A. After each use, clean and disinfect the unit with a soft damp cloth using 90% isopropyl alcohol, soap and water or chlorine bleach and water mixture (30ml/liter water).
- B. Do not immerse any part of the unit in water.
- C. Do not use ketones (MEK, acetones, etc.) to clean the unit.
- D. Avoid using abrasives (e.g. paper towel) on the display unit or IrDa port.
- E. Do not sterilize the device.

B. AED Tracking

U.S. Federal Law requires the tracking of defibrillators. The City is responsible to notify its Medical Director immediately if the AED is lost, stolen, or removed in any way from the locations.

**Exhibit 1**

# AED INCIDENT REPORT

Patient & Incident Data	
Patient Name:	Patient Age :
Incident Date:	Incident Time
Incident Location:	

Incident History		
Patient activity prior to incident		
Patient complaints prior to incident		
Was incident witnessed? Yes <input type="checkbox"/> No <input type="checkbox"/>	If Yes, by whom?	What Time?
Was CPR started? Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes, by whom?	What Time?

Assessment and Treatment		
Was patient unresponsive?	Yes <input type="checkbox"/> Time:	No <input type="checkbox"/>
Were the airway, breathing, and circulation checked?	Yes <input type="checkbox"/> Time: No <input type="checkbox"/>	If yes, by whom?
Was rescue breathing started?	Yes <input type="checkbox"/> Time:	
Was CPR Started? Yes <input type="checkbox"/> No <input type="checkbox"/>	Time?	If yes, by whom?
Was Shock Advised? Yes <input type="checkbox"/> No <input type="checkbox"/>	Time	
Was shock #1 delivered? Yes <input type="checkbox"/> No <input type="checkbox"/>	Time?	If yes, by whom?
Was shock #2 delivered? Yes <input type="checkbox"/> No <input type="checkbox"/>	Time?	If yes, by whom?
Was shock #3 delivered? Yes <input type="checkbox"/> No <input type="checkbox"/>	Time?	If yes by whom?
Did the person's heart re-start?	Yes <input type="checkbox"/> Time:	No <input type="checkbox"/>
Did the person regain consciousness?	Yes <input type="checkbox"/> Time:	No <input type="checkbox"/>
Return of Pulse:	Yes <input type="checkbox"/> Time:	No <input type="checkbox"/>
Return of Respiration:	Yes <input type="checkbox"/> Time:	No <input type="checkbox"/>
EMS arrival at patient?	Yes <input type="checkbox"/> Time:	No <input type="checkbox"/>
Was the patient transferred to EMS?	Yes <input type="checkbox"/> Time:	No <input type="checkbox"/>
Patient condition at EMS hand-off:		
Care given by rescue personnel:		
Time Patient transported:		
Patient transported to: (hospital)		

COMMENTS:

Report Completed by: \_\_\_\_\_ Date: \_\_\_\_\_

**Exhibit 2**

AED  
POST INCIDENT CRITIQUE FORM

COMMENTS:

Reported ~~ed~~ Completed by: \_\_\_\_\_ Date: \_\_\_\_\_  
Medical Director Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Police, Fire or Gold Cross Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## AED MAINTENANCE CHECKLIST

AED Model Number	AED Serial Number					
AED Location						
DATE:						
AED is clean; no dirt or signs of damage. Turn the unit on and off to verify the check indicator on handle shows "green".						
Cable is connected & free of cracks. No wires exposed or broken.						
Batteries are within expiration date. Replace if expired.						
Defibrillation pads are sealed; replace if gel dries out or pads are expired.						
Check Supplies: <ul style="list-style-type: none"> <li>● Defibrillation pads</li> <li>● Razor</li> <li>● 2 pairs of latex free gloves</li> <li>● Facemask or barrier device</li> <li>● Paper Towel</li> <li>● Spare batteries (optional)</li> </ul>	_____	_____	_____	_____	_____	_____
Inspected by: (Signature)	<u>Comments:</u>					
Inspected by: (Signature)	<u>Comments:</u>					
Inspected by: (Signature)	<u>Comments:</u>					
Inspected by: (Signature)	<u>Comments:</u>					
Inspected by: (Signature)	<u>Comments:</u>					



**City of Appleton  
AED Inventory**

Building	Location	Manufacture	Number	Monthly Inspections Responsibility	Maintenance and Software Updates Responsibility
City Hall	6th Floor Lobby	Zoll	X04L046541	Facilities	Adam Paiser (AFD)
	5th Floor Hallway	Zoll	X04J045902	Facilities	Adam Paiser (AFD)
	1st Floor Lobby	Zoll	X06H093080	Facilities	Adam Paiser (AFD)
Facilities & Grounds Operations Center	Office Lobby	Zoll	X08H168049	Facilities	Adam Paiser (AFD)
Library	1st Floor	Zoll	X04E033372	Facilities	Adam Paiser (AFD)
MSB	Hallway by Office	Zoll	X08H168091	Facilities	Adam Paiser (AFD)
Police Station	1st Floor Lobby	Phillips	B07H-01403	Facilities	Adam Paiser (AFD)
Transit Center	1st Floor Lobby	Phillips	B07L-01040	Facilities	Adam Paiser (AFD)
Wastewater Plant	Hallway between A & S Building	Zoll	X08H168063	Facilities	Adam Paiser (AFD)
Water Treatment Plant	1st Floor Lobby	Zoll	X09L434424	Facilities	Adam Paiser (AFD)
Jones Building in Memorial Park	Memorial Park Complex	Zoll	X12H562454	Facilities	Adam Paiser (AFD)
<u>Mead Pool</u>					
Appleton Police	Mobile in squads	Zoll	X07H124702	<del>Dennis Weyenberg</del> <u>Ryan Neff</u>	<del>Dennis Weyenberg</del> <u>Ryan Neff</u> /Gold Cross
		Zoll	X07H124898	<del>Dennis Weyenberg</del> <u>Ryan Neff</u>	<del>Dennis Weyenberg</del> <u>Ryan Neff</u> /Gold Cross
		Zoll	X07H125110	<del>Dennis Weyenberg</del> <u>Ryan Neff</u>	<del>Dennis Weyenberg</del> <u>Ryan Neff</u> /Gold Cross
		Zoll	X07H124859	<del>Dennis Weyenberg</del> <u>Ryan Neff</u>	<del>Dennis Weyenberg</del> <u>Ryan Neff</u> /Gold Cross
		Zoll	X07H125113	<del>Dennis Weyenberg</del> <u>Ryan Neff</u>	<del>Dennis Weyenberg</del> <u>Ryan Neff</u> /Gold Cross
		Zoll	X07H125115	<del>Dennis Weyenberg</del> <u>Ryan Neff</u>	<del>Dennis Weyenberg</del> <u>Ryan Neff</u> /Gold Cross

Appleton Police	Command Post	Philips Heart Start	B06L-00094	<del>Dennis Weyenberg</del> <u>Ryan Neff</u>	<del>Dennis Weyenberg</del> <u>Ryan Neff</u> /Gold Cross
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### City of Appleton AED Inventory

Building	Owner	Address	Location	Unit	Number	Software Updates Responsibility
CH	CoA	100 N. Appleton St	6th Floor Lobby	Zoll AED Plus	X04L046541	Adam Paiser (AFD)
CH	CoA	100 N. Appleton St	5th Floor Hallway	Zoll AED Plus	X04J045902	Adam Paiser (AFD)
CH	CoA	100 N. Appleton St	1st Floor Lobby	Zoll AED Plus	X06H093080	Adam Paiser (AFD)
PRFMD	CoA	1819 E. Witzke Blvd.	Office Lobby	Zoll AED Plus	X08H168049	Adam Paiser (AFD)
PRFMD	CoA	1819 E. Witzke Blvd.	Nate Baldwin's Office	Philips	B16C-00057	Adam Paiser (AFD)
LIB	Gold Cross HeartStart Fund	225 N. Oneida St.	1st Floor on cement pillar main entry	Zoll AED Plus	X04E033372	Adam Paiser (AFD)
MSB	CoA	2625 E. Glendale Ave.	Hallway by Office	Zoll AED Plus	X08H168091	Adam Paiser (AFD)
PD	Gold Cross HeartStart Fund	222 S. Walnut St.	1st Floor Lobby	Philips	B07H-01403	Adam Paiser (AFD)
TC	Gold Cross HeartStart Fund	100. E. Washington St.	1st Floor Lobby	Philips	B07L-01040	Adam Paiser (AFD)
WW	CoA	2006 E. Newberry St.	Hallway between A & S Building	Zoll AED Plus	X08H168063	Adam Paiser (AFD)
WT	CoA	2281 Manitowoc Rd.	1st Floor Lobby	Zoll AED Plus	X09L434424	Adam Paiser (AFD)
AMP	CoA	1620 E. Witzke Blvd	Jones Bldg Main Entrance Lobby	Zoll AED Plus	X12H562454	Adam Paiser (AFD)
Mead Pool	CoA	1430 E. John St.	Mead Pool Managers office	Zoll AED Plus	X06G090475	Adam Paiser (AFD)
Erb Pool	CoA	1800 N. Morrison St.	Erb Pool Managers office	Zoll AED Plus	X07A103774	Adam Paiser (AFD)
Golf Course	CoA	1100 E Freemont St.	Clubhouse	Zoll AED Plus	X16I864047	Adam Paiser (AFD)

City of Appleton AED Inventory

Building	Location	Manufacturer	Number	Monthly Inspections Responsibility	Maintenance and Software Updates Responsibility
City Hall	6th Floor Lobby	Zoll AED Plus	X04L046541	Facilities	Adam Paiser (AFD)
City Hall	5th Floor Hallway	Zoll AED Plus	X04J045902	Facilities	Adam Paiser (AFD)
City Hall	1st Floor Lobby	Zoll AED Plus	X06H093080	Facilities	Adam Paiser (AFD)
PRFMD	Office Lobby	Zoll AED Plus	X08H168049	Facilities	Adam Paiser (AFD)
PRFMD	Nate Baldwin's Office	Philips	B16C-00057	Facilities	Adam Paiser (AFD)
Library	1st Floor on cement pillar main entry	Zoll AED Plus	X04E033372	Facilities	Adam Paiser (AFD)
Municipal Services Building	Hallway by Office	Zoll AED Plus	X08H168091	Facilities	Adam Paiser (AFD)
Transit Center	1st Floor Lobby	Philips	B07L-01040	Facilities	Adam Paiser (AFD)
Waste Water Plant	Hallway between A & S Building	Zoll AED Plus	X08H168063	Facilities	Adam Paiser (AFD)
Water Treatment Plant	1st Floor Lobby	Zoll AED Plus	X09L434424	Facilities	Adam Paiser (AFD)
Appleton Memorial Park	Jones Bldg Main Entrance Lobby	Zoll AED Plus	X12H562454	Facilities	Adam Paiser (AFD)
Mead Pool	Mead Pool Managers office	Zoll AED Plus	X06G090475	Facilities	Adam Paiser (AFD)
Erb Pool	Erb Pool Managers office	Zoll AED Plus	X07A103774	Facilities	Adam Paiser (AFD)
Golf Course	Clubhouse	Zoll AED Plus	X16I864047	Facilities	Adam Paiser (AFD)
Appleton Police Dept.	1st Floor Lobby	Philips	B07H-01403	Ryan Neff	Ryan Neff/Gold Cross
Appleton Police Department	Mobile in Squads	Zoll	X07H124702	Ryan Neff	Ryan Neff/Gold Cross
		Zoll	X07H124898	Ryan Neff	Ryan Neff/Gold Cross
		Zoll	X07H125110	Ryan Neff	Ryan Neff/Gold Cross
		Zoll	X07H124859	Ryan Neff	Ryan Neff/Gold Cross
		Zoll	X07H125113	Ryan Neff	Ryan Neff/Gold Cross
		Zoll	X07H125115	Ryan Neff	Ryan Neff/Gold Cross

## **CITY OF APPLETON 2018 BUDGET**

### **HUMAN RESOURCES**

**Human Resources Director: Sandra A. Matz**

**Deputy Director of Human Resources: Debra M. Van den Bogart**

## **CITY OF APPLETON 2018 BUDGET HUMAN RESOURCES**

### **MISSION STATEMENT**

To establish and maintain a high quality, competent and loyal workforce and to provide on-going support, training, and prompt and courteous service to all City departments, staff and the public.

### **DISCUSSION OF SIGNIFICANT 2017 EVENTS**

In terms of general administrative functions, we continued to plan and make changes to our medical insurance program to remain in compliance with the Health Care Reform Act as well as being prepared for any new changes made at the federal level. We successfully converted our 457(b) deferred compensation plan from Nationwide to Voya. We will continue to work with our advisor to serve as fiduciary for the plan, oversee investment decisions, and work with Voya to educate employees on this benefit. We continue to work with Appleton Area School District on the shared employee medical clinic. Due to overwhelming success of the clinic, we hired two more staff in May to handle the demand for services. The Health Smart team ran the annual health screening program for employees and spouses and continued to promote healthy living programs. An RFP process was also conducted for health screening services and a new provider was selected to conduct those services this Fall. The annual glance chart (tables of organization, department staffing information and salary charts) was also updated and distributed. We continue to electronically scan and index personnel files into the Metafile imaging system.

In the area of employee/labor relations, the department began union/management meetings with Valley Transit for the Teamster contract expiring December 31, 2017. Staff also met with a number of employees regarding FMLA, worker's compensation, career development and a variety of employment-related questions and concerns.

Since the new compensation study was finalized, we processed another year of pay-for-performance adjustments based on all non-union employee ratings in the performance evaluation system. The compensation team continues to meet to review the administration and performance of the evaluation system.

Recruitment activities continued to be heavy due to retirements and terminations. In particular, recruitment processes were completed for police officers, fire fighters, several positions at the Library, Public Works, Valley Transit and City Hall as well as several internal promotions/transfers City-wide. We continued to use Biddle testing which is integrated with our NEO.gov application system. We also worked with social media outlets to find new ways to reach potential candidates. With 60% of staff eligible to retire within the next 5-10 years, recruitment will continue to be a focus for our department.

In the area of staff development and training, the department completed training for all general employees and supervisors during 20 classes held throughout the year and provided required training to all seasonal employees during four seasonal classes. The staff also conducted three new employee orientation programs, along with two new supervisor orientations. Staff also implemented new e-learning courses using CVMIC's Kwik Course tool and continue to expand the use of online onboarding for new employees. In addition, the staff also facilitated two successful administrative professionals' recognition programs in April. One of the primary areas of focus in 2017 was the implementation of the City's talent management strategy, including City-wide and departmental workforce analysis, succession plans, individual stay interviews, group stay interviews, culture discussions and new City-wide leadership development program. We also began an executive development program for our director staff.



# CITY OF APPLETON 2018 BUDGET

## HUMAN RESOURCES

### MAJOR 2018 OBJECTIVES

To provide departmental support meeting the City's organizational needs in the areas of:

Administration:

Continue work on the health insurance program to stay in compliance with the Health Care Act and industry trends for all employee benefits  
 Administer the annual employee/spouse/retiree health screenings along with various wellness programs to educate employees  
 Maintain the City's non-represented compensation plan  
 Promote the new medical clinic to all employees and dependents  
 Promote programs to increase employee financial wellness and retirement readiness  
 Negotiate labor agreements and provide assistance to departments on labor issues  
 Continue work on deferred compensation and plan services

Recruitment and Retention:

Fill vacant employee positions throughout the year  
 Continue to evaluate the use of testing and employment related assessments to best meet our needs  
 Continue to investigate new social media tools to promote City positions

Staff Training and Development:

Continue to implement City-wide talent management strategy, including updates and implementation of succession plans, individual development plans and city-wide leadership development programs  
 Continue to create and facilitate required general employee and supervisory training sessions  
 Continue development and implementation of e-learning programs  
 Conduct new employee orientation sessions  
 Conduct seasonal employee training  
 Coordinate team and individual development opportunities for City employees  
 Manage and expand use of online onboarding system

DEPARTMENT BUDGET SUMMARY							
Programs		Actual		Budget			% Change *
Unit	Title	2015	2016	Adopted 2017	Amended 2017	2018	
<b>Program Revenues</b>		\$ -	\$ 111	\$ -	\$ -	\$ -	N/A
<b>Program Expenses</b>							
14010	Administration	372,574	392,742	387,223	390,314	347,944	-10.14%
14020	Recruitment	186,852	188,072	193,110	193,966	200,867	4.02%
14040	Staff Development	147,755	146,023	154,802	155,297	157,592	1.80%
<b>TOTAL</b>		<b>\$ 707,181</b>	<b>\$ 726,837</b>	<b>\$ 735,135</b>	<b>\$ 739,577</b>	<b>\$ 706,403</b>	<b>-3.91%</b>
<b>Expenses Comprised Of:</b>							
Personnel		623,473	640,044	641,640	646,082	607,088	-5.38%
Administrative Expense		47,926	49,423	55,535	55,535	58,905	6.07%
Supplies & Materials		4,564	5,349	4,550	4,550	5,000	9.89%
Purchased Services		30,560	31,358	32,610	32,610	34,610	6.13%
Utilities		658	663	800	800	800	0.00%
Repair & Maintenance		-	-	-	-	-	N/A
Capital Expenditures		-	-	-	-	-	N/A
<b>Full Time Equivalent Staff:</b>							
Personnel allocated to programs		6.15	6.15	6.15	6.15	6.15	

# CITY OF APPLETON 2018 BUDGET

## HUMAN RESOURCES

**Administration**

**Business Unit 14010**

### PROGRAM MISSION

For the benefit of managers and employees, so that the City may attract and retain talented and dedicated staff who will be fairly and equitably compensated and supervised, we will develop and administer policies and procedures, maintain compensation schedules reflective of the market, conduct labor contract negotiations, resolve grievances, and assist with employee-related issues.

### PROGRAM NARRATIVE

**Link to City Goals:**

Implements Key Strategies # 1: "Prompt delivery of excellent services", #3: "Recognize and grow everyone's talents", and #5: "Promote an environment that is respectful and inclusive."

**Objectives:**

- Develop, implement, maintain and distribute policies and procedures applicable to City employees
- Review policies and procedures
- Serve as a resource for other agencies seeking employment and statistical data
- Administer various policies and programs to comply with state and federal legislation
- Administer fringe benefit programs and voluntary fringe benefit programs
- Counsel employees on benefit related issues and conduct organizational benefit reviews
- Coordinate and administer the employee compensation and classification system
- Administer the performance and goal evaluation system
- Educate employees on health insurance costs and issues
- Maintain employment records
- Negotiate labor union contracts, address employee issues and handle grievances as they occur
- Investigate complaints and follow through to resolution
- Provide intervention and conflict resolution services
- Assist and advise employees on employment related issues
- Provide contract interpretation and training
- Coordinate and participate in grievance and interest arbitrations

**Major Changes in Revenue, Expenditures or Programs:**

Decrease in salary and fringe benefits due to costs being transferred to the Risk Management Fund for staff time spent performing risk management duties during an anticipated vacancy in the Risk Manager position in 2018. The six month period will allow the H/R Department to evaluate potential long-term options for this position.

### PERFORMANCE INDICATORS

	<u>Actual 2015</u>	<u>Actual 2016</u>	<u>Target 2017</u>	<u>Projected 2017</u>	<u>Target 2018</u>
<b>Client Benefits/Impacts</b>					
Staff Retention					
Regular employees on staff < 1 year	46	41	50	40	50
Regular employees on staff 1-5 years	117	156	150	160	175
Regular employees on staff 6-10 years	101	99	100	100	100
Regular employees on staff 10+ years	339	330	334	330	305
Long-term management of Benefit Programs					
% of increase to medical premiums	3%	3.5%	5%	5%	10%
<b>Strategic Outcomes</b>					
Consistent and understandable employment policies and procedures					
Average leave hours used per employee					
Sick	9.8	9.6	9.0	9.0	9.0
FMLA	6.3	10.2	7.0	10.0	8.0
PTO (sick)	4.4	3.4	4.5	4.5	4.0
<b>Work Process Outputs</b>					
Policy Implementation - # of policies:					
Developed	1	0	0	0	0
Updated	12	5	10	10	10
Fringe Benefits					
# of contracts under negotiation	0	3	0	1	1
# of new fringe benefits	2	3	0	0	0
# of modified fringe benefits	2	2	2	2	2

# CITY OF APPLETON 2018 BUDGET

## HUMAN RESOURCES

**Administration**

**Business Unit 14010**

### PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2015	2016	Adopted 2017	Amended 2017	2018
Revenues					
4801 Charges for Serv.- Nontax	\$ -	\$ 111	\$ -	\$ -	\$ -
Total Revenue	\$ -	\$ 111	\$ -	\$ -	\$ -
Expenses					
6101 Regular Salaries	\$ 272,903	\$ 280,725	\$ 276,987	\$ 279,678	\$ 242,997
6105 Overtime	403	(153)	-	-	-
6150 Fringes	86,986	93,758	92,576	92,976	86,837
6201 Training\Conferences	-	251	-	-	-
6206 Parking Permits	1,974	2,090	2,280	2,280	2,280
6301 Office Supplies	713	969	1,000	1,000	1,000
6302 Subscriptions	974	1,524	565	565	565
6303 Memberships & Licenses	780	195	390	390	390
6305 Awards & Recognition	104	-	92	92	92
6307 Food & Provisions	262	374	123	123	123
6320 Printing & Reproduction	4,564	5,168	4,050	4,050	4,500
6327 Miscellaneous Equipment	-	181	500	500	500
6404 Consulting Services	2,301	7,084	8,000	8,000	8,000
6413 Utilities	476	479	550	550	550
6599 Other Contracts/Obligations	134	97	110	110	110
Total Expense	\$ 372,574	\$ 392,742	\$ 387,223	\$ 390,314	\$ 347,944

### DETAILED SUMMARY OF 2018 PROPOSED EXPENDITURES > \$15,000

None

# CITY OF APPLETON 2018 BUDGET

## HUMAN RESOURCES

### Recruitment and Selection

Business Unit 14020

#### PROGRAM MISSION

For the benefit of the program managers, so that the City will have a qualified, diverse staff, we will research, recruit and recommend appropriate candidates.

#### PROGRAM NARRATIVE

##### Link to City Goals:

Implements Key Strategies # 1: "Prompt delivery of excellent services", #3: "Recognize and grow everyone's talents" and #5: "Promote an environment that is respectful and inclusive."

##### Objectives:

- Review and make recommendations on the filling of vacancies, reorganizations and other staffing changes
- Review and update job descriptions, post or advertise vacant positions
- Receive, enter Equal Employment Opportunity (EEO) information and screen applications
- Administer selection process including: corresponding with applicants, maintaining recruitment data, testing, interviewing, performing background and reference checks, coordinating travel arrangements, medical, psychological and physical agility tests and documenting employment offers
- Maintain statistical data on applicant files
- Process all recruitment for seasonal employees
- Outline and document all hiring processes and continue to explore online job posting opportunities
- Evaluate the use of testing and employment related assessments
- Use NEO.gov system for all volunteer processes to streamline and ensure all backgrounds are completed

##### Major Changes in Revenue, Expenditures or Programs:

- Decrease in memberships due to SHRM national membership being paid every other year.
- Increase on food/provisions due to high current and anticipated recruitment processes and expenses relating to 60 percent of the City's workforce retiring within the next five to ten years.
- Increase to consulting services due to expected increase in vendor charges in 2018.

#### PERFORMANCE INDICATORS

	Actual 2015	Actual 2016	Target 2017	Projected 2017	Target 2018
<b>Client Benefits/Impacts</b>					
Timely, effective assistance to departments in filling vacancies					
% of Program Managers who reported being satisfied or very satisfied	New Measure	—————→		100%	100%
<b>Strategic Outcomes</b>					
City operates more efficiently					
# of open positions throughout year (includes transfers & promotions)	71	78	75	75	75
# staff turnover	59	86	60	60	75
<b>Work Process Outputs</b>					
Candidate recruitment					
# of positions posted internally	16	21	20	20	20
# of positions advertised externally	57	49	60	60	55
# of telephone interviews	12	34	25	25	25
# of face to face interviews	434	537	435	435	475
# of candidates tested	271	140	250	250	200

# CITY OF APPLETON 2018 BUDGET

## HUMAN RESOURCES

**Recruitment and Selection**

**Business Unit 14020**

### PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2015	2016	Adopted 2017	Amended 2017	2018
Expenses					
6101 Regular Salaries	\$ 105,522	\$ 108,411	\$ 108,301	\$ 109,046	\$ 111,223
6105 Overtime	9	52	-	-	-
6150 Fringes	41,925	45,461	45,124	45,235	47,689
6201 Training\Conferences	-	473	-	-	-
6205 Employee Recruitment	10,086	9,668	13,500	13,500	13,500
6303 Memberships & Licenses	55	55	535	535	205
6307 Food & Provisions	1,197	(409)	900	900	1,500
6404 Consulting Services	20,763	18,188	16,500	16,500	18,500
6412 Advertising	7,112	5,989	8,000	8,000	8,000
6413 Utilities	183	184	250	250	250
Total Expense	<u>\$ 186,852</u>	<u>\$ 188,072</u>	<u>\$ 193,110</u>	<u>\$ 193,966</u>	<u>\$ 200,867</u>

### DETAILED SUMMARY OF 2018 PROPOSED EXPENDITURES > \$15,000

#### Consulting Services

Pre-employment physicals	\$ 9,500
Pre-employment psychologicals	9,000
	<u>\$ 18,500</u>

# CITY OF APPLETON 2018 BUDGET

## HUMAN RESOURCES

### Staff Development & Training

Business Unit 14040

#### PROGRAM MISSION

For the benefit of City staff and the community, we will provide training to meet strategic goals and educational opportunities for staff to enhance employees' skills, to fulfill legally mandated training requirements, and to increase employee engagement and productivity.

#### PROGRAM NARRATIVE

##### Link to City Goals:

Implements Key Strategies #1: "Prompt delivery of excellent services", #3: "Recognize and grow everyone's talents" and #6: "Create opportunities and learn from successes and failures".

##### Objectives:

- Coordinate and conduct required general employee training for all employees
- Coordinate and conduct supervisory training
- Maintain City-wide training/tracking database
- Coordinate online training registration
- Facilitate staff and team development
- Deliver organizational development training
- Conduct new employee orientation
- Conduct new supervisor orientation
- Coordinate and conduct seasonal training
- Facilitate City-wide talent management strategy, including workforce analysis and planning
- Coordinate and facilitate leadership and individual development plans and programs
- Continue to implement online NEO.gov performance evaluation system and online onboarding system

##### Major Changes in Revenue, Expenditures or Programs:

The increase in the overall training budget is because of the continued focus on talent development and engagement because our workforce continues to age, with 60% of our employees being retirement-eligible within the next 10 years. The additional money for City-wide training will be used to continue the implementation of the City's leadership development program, along with support for individual and team development plans.

#### PERFORMANCE INDICATORS

	Actual 2015	Actual 2016	Target 2017	Projected 2017	Target 2018
<b>Client Benefits/Impacts</b>					
Timely, resourceful training provided					
% employees reported very satisfied	71%	72%	70%	70%	70%
% employees reported satisfied	29%	28%	30%	30%	30%
% employees reported not satisfied	0%	0%	0%	0%	0%
<b>Strategic Outcomes</b>					
% of employees trained					
on required topics	99%	99%	100%	100%	100%
<b>Work Process Outputs</b>					
Training programs conducted					
Number of training topics covered					
at required classes	24	27	25	25	25
Avg. number participants per session	26	25	25	25	25

# CITY OF APPLETON 2018 BUDGET

## HUMAN RESOURCES

**Staff Development & Training**

**Business Unit 14040**

### PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2015	2016	Adopted 2017	Amended 2017	2018
Expenses					
6101 Regular Salaries	\$ 83,870	\$ 81,243	\$ 84,578	\$ 85,009	\$ 86,659
6105 Overtime	30	209	-	-	-
6150 Fringes	31,825	30,337	34,074	34,138	31,683
6201 Training\Conferences	31,397	33,260	35,400	35,400	38,500
6303 Memberships & Licenses	229	254	250	250	250
6307 Food & Provisions	154	720	500	500	500
6404 Consulting Services	250	-	-	-	-
Total Expense	<u>\$ 147,755</u>	<u>\$ 146,023</u>	<u>\$ 154,802</u>	<u>\$ 155,297</u>	<u>\$ 157,592</u>

### DETAILED SUMMARY OF 2018 PROPOSED EXPENDITURES > \$15,000

#### Training and Conferences

HR professional/technical training	\$ 27,500
City-wide training	11,000
	<u>\$ 38,500</u>

Description	2015 Actual	2016 Actual	2017 YTD Actual	2017 Adopted Budget	2017 Amended Budget	2018 Requested Budget	2018 Adopted Budget
REVENUES							
Charges for Services	0	111	7	0	0	0	0
TOTAL REVENUES	0	111	7	0	0	0	0
EXPENSES BY LINE ITEM							
Regular Salaries	404,801	404,221	291,379	469,866	473,733	481,372	440,879
Overtime	442	108	180	0	0	0	0
Sick Pay	1,783	3,789	2,722	0	0	0	0
Vacation Pay	55,712	62,370	49,206	0	0	0	0
Fringes	160,735	169,556	117,878	171,774	172,349	176,821	166,209
Salaries & Fringe Benefits	623,473	640,044	461,365	641,640	646,082	658,193	607,088
Training & Conferences	31,397	33,984	32,656	35,400	35,400	38,500	38,500
Employee Recruitment	10,086	9,668	5,956	13,500	13,500	13,500	13,500
Parking Permits	1,974	2,090	2,155	2,280	2,280	2,280	2,280
Office Supplies	713	969	587	1,000	1,000	1,000	1,000
Subscriptions	974	1,524	537	565	565	565	565
Memberships & Licenses	1,064	504	733	1,175	1,175	845	845
Awards & Recognition	104	0	0	92	92	92	92
Food & Provisions	1,614	684	1,464	1,523	1,523	2,123	2,123
Administrative Expense	47,926	49,423	44,088	55,535	55,535	58,905	58,905
Printing & Reproduction	4,564	5,168	2,706	4,050	4,050	4,500	4,500
Miscellaneous Equipment	0	181	594	500	500	500	500
Supplies & Materials	4,564	5,349	3,300	4,550	4,550	5,000	5,000
Consulting Services	23,314	25,272	17,148	24,500	24,500	26,500	26,500
Advertising	7,112	5,989	4,138	8,000	8,000	8,000	8,000
Other Contracts/Obligations	134	97	134	110	110	110	110
Purchased Services	30,560	31,358	21,420	32,610	32,610	34,610	34,610
Telephone	658	663	895	800	800	800	800
Utilities	658	663	895	800	800	800	800
Repair & Maintenance	0	0	0	0	0	0	0
Capital Expenditures	0	0	0	0	0	0	0
TOTAL EXPENSES	707,181	726,837	531,068	735,135	739,577	757,508	706,403



**RECRUITMENT STATUS REPORT  
UPDATES THRU 10/06/17**

STAFF PERSON	POSITION	DEPT.	Date of Vacancy	RTF Approval Date	# of Openings	STATUS
KIM	PT Bus Driver	VT	NA	NA	Flexible	Will keep process open with new flex schedule options Interviews 10/5/17
	Bus Driver	VT	5/2/17 7/6/17	5/23/17 9/20/17	1 1	Resignation of Todd Schafer Resignation of Flint Moua Application deadline 10/15/17
	Maintenance Operations Supervisor	VT	9/22/17	9/20/17	1	Application deadline 10/1/17 Interviews 10/10/17
	PT Serviceperson	VT	9/26/17	Pending	1	Resignation of Scott Pellegrini
	Facilities Plans and Records Specialist	PRFM	8/22/17	9/5//17	1	Application deadline date 10/1/17
	Laborer	DPW	8/7/19	5/31/17	1	Vacancy from earlier process Application deadline date 10/8/17
	Operator II Water – PM Shift	DPW	9/5/17	From lead vacancy and prev. OP II vacancy	1	Kyle Schroeder promoted 10/10/17
	Administrative Assistant .5 FTE	PRFM	8/25/17	8/22/17	1	Resignation of Julie Miskoviak References and background pending
JAY	Police Officer	Police	6/23/17 8/11/17 8/17/17 9/19/17 10/4/17	NA	5 + Elig list	Conditional offers extended to two candidates Background pending on one candidate Panel interviews 10/5/17 and 10/9/17 PFC interviews 10/11/17
	Crossing Guard (Regular and Alternate)	Police	NA	8/2/17	1	Background pending on one candidate
	Communication Specialist	Police	7/7/17	7/14/17	1	Top candidate withdrew Currently reviewing next steps
	Community Service Officer	Police	NA	8/16/17	1	Physical fitness testing 10/7/17
	Fire Fighter	Fire	9/9/17	9/11/17	1 + Elig list	Conditional offer extended and final steps pending Next round of panel interviews 10/16/17 and 10/17/17
	Customer Service Accounting Supervisor	Finance	9/7/17	8/9/17	1	Top candidate to industrial psychologist on 10/11/17
	Network Services Supervisor	Library	10/20/17	10/3/17	1	Application deadline date 10/22/17

**TOTAL POSITIONS OPEN = 19    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
KIM	Community Relations Specialist .5 FTE	VT	1/13/17	Pending	1	Resignation of Nikki Voeltzke Re-org approved by Council on 6/21/17 (to .5)
	Administrative Assistant .6 FTE	VT	6/28/17	RTF pending	1	Transfer of Laura VanHoorweghe

**TOTAL POSITIONS ON HOLD = 3**