



# 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, August 12, 2020

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

[20-1012](#) Minutes 7-8-20

Attachments: [Minutes 7-8-20.pdf](#)

#### 4. Public Hearings/Apearances

#### 5. Action Items

#### 6. Information Items

[20-1047](#) 2020 Mid Year I.T. Budget Report

Attachments: [2020 Information Technology Department Mid-Year Report.pdf](#)

[20-1016](#) 2020 Mid Year Human Resources Budget Report

Attachments: [2020 Mid Year HR Budget Report.pdf](#)

[20-1017](#) Status of Glance Chart

Attachments: [2020 Glance chart.pdf](#)

[20-1014](#) Recruitment Status Report 8/6/2020

Attachments: [RSR thru 8-6-20.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

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

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Wednesday, July 8, 2020

6:30 PM

Council Chambers, 6th Floor

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1. Call meeting to order

2. Roll call of membership

**Present:** 4 - Thao, Fenton, Firkus and Van Zeeland

**Excused:** 1 - Martin

3. Approval of minutes from previous meeting

[20-0847](#)

Minutes 6/10/2020

**Attachments:** [Minutes 6-10-20.pdf](#)

Firkus moved, seconded by Van Zeeland, that the minutes be approved. Roll Call. Motion carried by the following vote:

**Aye:** 4 - Thao, Fenton, Firkus and Van Zeeland

**Excused:** 1 - Martin

4. Public Hearings/Appealances

5. Action Items

6. Information Items

[20-0848](#)

Changes to the ADA Policy

**Attachments:** [ADA policy.pdf](#)

This Policy was received and filed

[20-0849](#)

Changes to the Drug Free Workplace Act of 1988 Policy

**Attachments:** [Drug Free Workplace Act of 1988 Part I.pdf](#)

This Policy was received and filed

[20-0850](#)

Changes to Drug Free Workplace with CDL Valley Transit Policy

**Attachments:**     [Drug Free Workplace with CDL Valley Transit.pdf](#)

This Policy was received and filed

[20-0851](#)

COVID-19 Return to work guidelines

**Attachments:**     [City of Appleton Return to Workplace Guide and Resources.pdf](#)

This Presentation was received and filed

[20-0852](#)

Policy exception for end of year vacation due to COVID-19

**Attachments:**     [Exception to the Fringe Benefit Policy for NonRepresented.pdf](#)

This Policy exception was received and filed

[20-0865](#)

FAQ for COVID-19

**Attachments:**     [RTW FREQUENTLY ASKED QUESTIONS.pdf](#)

This FAQ was received and filed

[20-0853](#)

Recruitment Status Report 7/2/2020

**Attachments:**     [RSR thru 7-2-20.pdf](#)

This Report was received and filed

## 7. Adjournment

Fenton moved, seconded by Van Zeeland, that the meeting be adjourned. Roll Call. Motion carried by the following vote:

**Aye:** 4 - Thao, Fenton, Firkus and Van Zeeland

**Excused:** 1 - Martin

## Information Technology Department

### Mid-Year Review

All figures approximate through August 1, 2020

#### **Significant 2020 Events to date:**

- Purchase and install new MDC's for APD
- Repaired fiber within City Hall where the AAMFON network routes
- Continue work on the ERP system
- Working on creating new Intranet via SharePoint and Teams
- Ramped up ability to allow 100's of people to work from home due to Covid
- Multiple server upgrades to Windows 2019 and standard PC deployments
- Added additional programming changes for online permitting and iSeries reporting.
- Migrating old virtual servers to new virtual servers on the SAN

#### **Budget Performance Summary**

Program	Actual	Budget	%
Administration	\$104,226	\$202,260	51%
Mainframe	\$150,319	\$280,561	53%
Network	\$1,088,053	\$1,509,028	72%

#### **Performance Indicators**

	<b><u>Actual</u></b>	<b><u>Projected</u></b>
% Virtual Servers	99%	99%
# Security Audits	4	5
# Phones Supported	770	770
# Users Supported	620	620
# PC's Supported	520	600
# Calls/Email to Helpdesk/IM	~12000	12000

Full time person assigned to APD every day. Security audits up due to increased monitoring platforms.

# **HUMAN RESOURCES DEPARTMENT**

## **2020 REVIEW**

All figures through June 30, 2020

### **Significant 2020 Events:**

#### **Compliance & Administration-**

- Processed all employees annual elections for 2020 medical and dental policies with the over 90% of employees now in the high deductible health plan with the Health Savings Account
- Processed all rate changes through the Performance Evaluation process based on scores and approved performance adjustment percentage
- Ongoing collaboration with AASD on Connecting Care Clinic. Modified hours to reduce nursing hours to 24 per week and increase medical assistants to 32 per week
- Handled and processed all FMLA requests that were received
- Summary Plan Document (SPD) reviews for United Healthcare medical books
- Continue to maintain both legacy iseries and Tyler Munis programs
- Prepared Return to work guidelines and FAQ for COVID-19
- Created new Financial Wellness newsletter

#### **Talent Acquisition & Retention –**

- Processed 32 separation files
- Processed 36 new employee files
- Police Officer hiring processes
- Completed a Fire Fighter hiring process (hired 5 new fire fighters)
- Working on Battalion Chief-Resource Development & Special Operations position
- Created process for online interviewing candidates

#### **Talent Management & Development-**

Conducted/Coordinated:

- Offered 2 online Financial Wellness Programs
- Conducted 4 COVID Supervisor Training Classes
- Created online Seasonal Onboarding Portal
- Conducted online Supervisor Training on Onboard Tool
- Created and coordinated Seasonal Employee Online Training
- Created and implemented new Fire Acting Officer and Police Probationary online evaluations
- Coordinated updates of 15 Departmental Strategic Plans and succession plans
- Facilitated 2 Culture Team Meetings
- Coordinated 20 New Mayor Welcome Meetings
- Developed curriculum, secured speakers, and coordinated schedules and online registration for 2020 required training, administrative professionals' events, and THRIVE leadership development programs (all paused due to COVID)
- Facilitated 3 employee development processes

**Performance Data:**

<u>Program</u>	<u>Criteria</u>	Actual 2017	ACTUAL 2018	Actual 2019	Projected 2020	YTD 2020
<b>14010</b>	<b><u>Client Benefit/Impacts</u></b>					
	Staff Retention					
	FT Employees on staff < 1 year	48	47	59	50	28
	FT Employees on staff 1-5 years	155	165	170	160	178
	FT Employees on staff 6-10 years	95	88	75	100	95
	FT Employees on staff 10+ years	330	328	317	320	327
	Long term management of benefit Programs					
	% of increase to medical premiums	3.9%	21.2%	2.83%	2.0%	0.7%
	<b><u>Strategic Outcomes</u></b>					
	Consistent and understandable employment policies and procedures					
	Ave. sick hours used per employee	8.0	10.75	12.4	8.0	3.37
	Ave fmla sick hours used per ee	11.4	8.11	8.7	9.0	0.92
	<b><u>Work Process Outputs</u></b>					
	Policy Implementation - # of policies					
	# of policies developed	1	2	0	0	0
	# of policies updated	14	11	16	10	8
	Fringe Benefits					
	# of contracts under negotiation	1	1	2	0	0
	# of new fringe benefits	0	2	1	0	0
	# of modified fringe benefits	6	3	4	1	1
<b>14020</b>	<b><u>Client Benefits/Impacts</u></b>					
	% of program managers who reported being satisfied	New	New	n/a	100%	n/a
	<b><u>Strategic Outcomes</u></b>					
	# of open positions (includes transfers & promotions)	133	70	93	100	55
	# Staff turnover	85	70	73	80	48
	<b><u>Work Process Outputs</u></b>					
	# of positions posted internally	17	14	17	18	10
	# of positions advertised externally	74	56	58	70	45
	# of telephone interviews	38	41	13	40	164
	# of face to face interviews	405	440	338	425	82
	# of candidates tested	230	317	1016	275	25

<b>14040</b>	<b><u>Client Benefits/Impacts</u></b>					
	% of employees reported very satisfied	72%	74%	70%	70%	N/A
	% of employees reported satisfied	25%	26%	30%	30%	N/A
	% of employees reported not satisfied	3%	0%	0%	0%	N/A
	<b><u>Strategic Outcomes</u></b>					
	% of ee's trained on required topics	96%	98%	97%	99%	82% (seasonal)
	<b><u>Work Process Outputs</u></b>					
	Training programs conducted					
	# training topics covered at required classes	26	31	41	27	6 (seasonal class)
	Ave. number participants per session	29	25	24	28	8.3 (per online class)

**Areas of Primary Concentration for 2020:** The first half of 2020 has been one of transition dealing with all aspects of the COVID-19 pandemic for the entire HR staff. We began researching of H.S.A. administrators due to a change with the current provider that may impact our fee. Review pending changes for flex spending program. Review options of Medical Plan and Pharmacy Benefit managers for 2021 renewal. We will also continue to monitor all federal/state legal changes with respect to Health Care Reform. Another large focus will be to work with I.T. on the upgrade to the Tyler Munis program and continuing the dual run of systems. Continue working on increasing our outreach for recruitment in social media platforms. Continue to utilize computer programs for online recruitment interviewing steps. A strong emphasis will also continue to be on promoting the Culture Team initiatives, Talent Management and Succession Planning for all departments. Managing the joint City/AASD Connecting Care Clinic will be a continued focus for the remainder of the year. Work to finalize Teamster union contract by end of year. Work on implementation of new online learning programs and courses to offer for all city staff. Continue to work on THRIVE leadership program. Continued focus on development of our on-boarding and off-boarding tools through NEOgov.

### **Budget Performance Summary**

No concerns. At mid year we are at 39.7% budget spent.



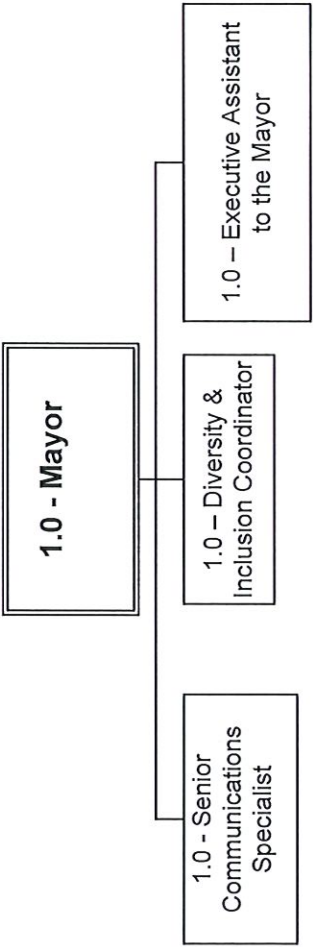
CITY OF APPLETON  
GLANCE CHARTS  
July 9, 2020



F – FULL-TIME  
P – PART-TIME NON-BENEFITED  
R – PART-TIME BENEFITTED  
D – PART-TIME BENEFITTED (NO MEDICAL)  
L – PART-TIME NON-BENEFITED (W/ LEAVE RECORDS)

MAYOR

	Last Name	First Name	Title	Hire Date	Hourly Rate	Status
E	WOODFORD	JACOB	MAYOR	04/22/2020	\$49.04	F
E	NELSON	KAREN	DIVERSITY & INCLUSION COORDINATR	07/17/2017	\$42.61	F
E	*VACANT		SENIOR COMMUNICATIONS SPECIALIST			F
N	ROBERTS	MARY	EXECUTIVE ASSISTANT - MAYOR	10/01/2019	\$29.37	F



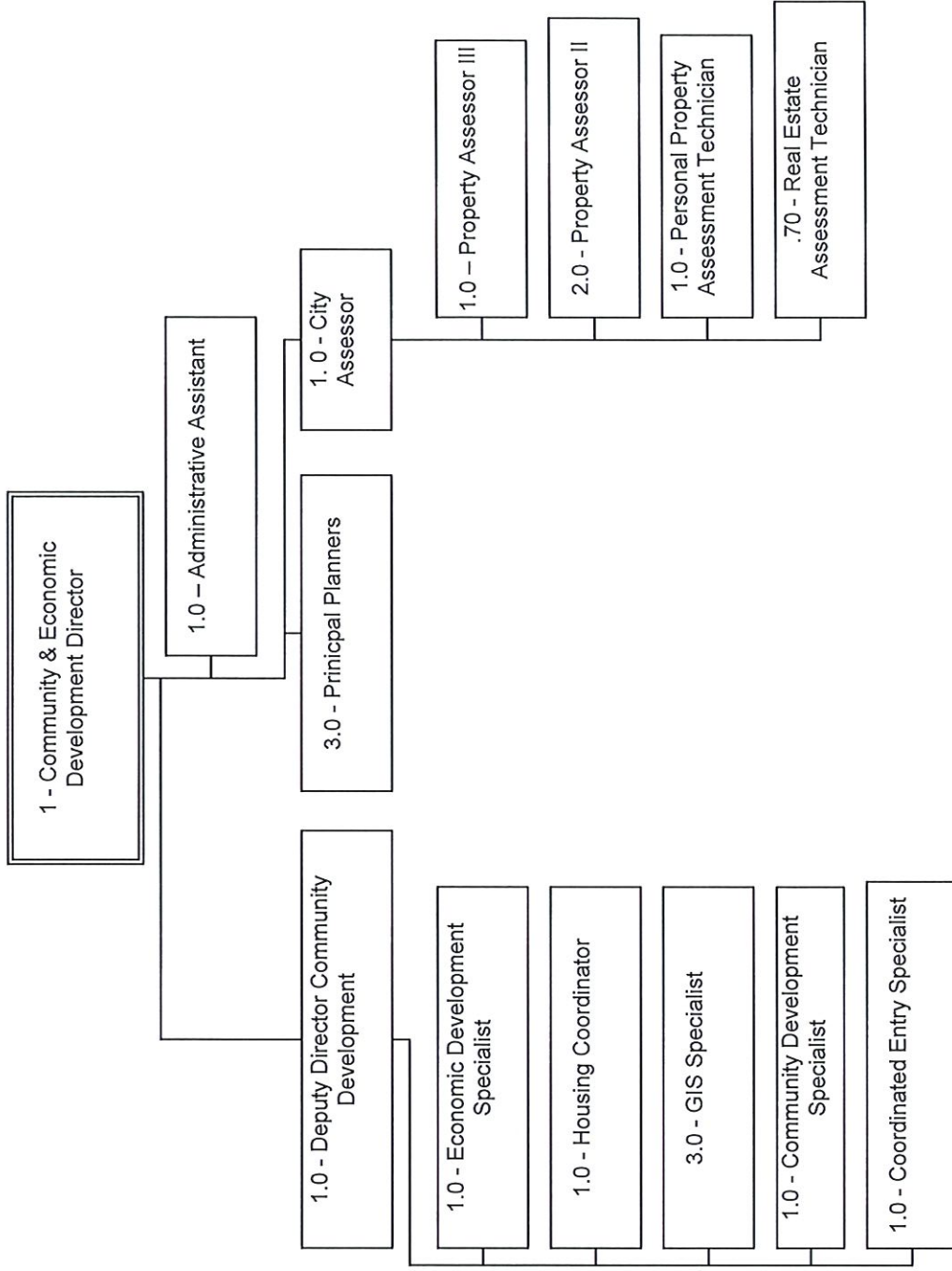
Approved 2020

**COMMUNITY ECONOMIC DEVELOPMENT**

	<b>Last Name</b>	<b>First Name</b>	<b>Title</b>	<b>Hire Date</b>	<b>Hourly Rate</b>	<b>Status</b>
E	HARKNESS	KAREN	COMMUNITY&ECONOMIC DEV DIRECTR	11/10/2008	\$58.78	F
E	STAGE	MONICA	DEPUTY DIR COMMUNITY ECON DEV	12/16/1996	\$49.88	F
N	BROESKE	BRENDA	ADMINISTRATIVE ASSISTANT	10/26/1992	\$25.02	F
E	REHBEIN	MATTHEW	ECONOMIC DEVELOPMENT SPECIALST	08/27/2012	\$36.15	F
E	BONNET	LAURA	HOUSING COORDINATOR	07/30/2001	\$38.03	F
E	HARP	DONALD	PRINCIPAL PLANNER	06/14/1999	\$39.41	F
E	KRESS	DAVID	PRINCIPAL PLANNER	09/22/2014	\$32.17	F
E	TITEL	JESSICA	PRINCIPAL PLANNER	07/19/2017	\$32.17	F
E	ANDERSON	HEATH	GIS SPECIALIST	09/09/2013	\$31.54	F
E	LUND	MARK	GIS SPECIALIST	06/22/1999	\$37.00	F
E	SCHNEIDER	JESSICA	GIS SPECIALIST	06/29/1998	\$37.14	F
N	GERHARD	NIKKI	COMMUNITY DEVELOPMENT SPECLST	03/14/2016	\$29.90	F
N	LODL	RYNE	COORDINATED ENTRY SPECIALIST	05/27/2020	\$24.00	F

**ASSESSOR**

E	BROSMAN	DEANN	CITY ASSESSOR	06/01/2004	\$47.82	F
N	SMITH	TIMOTHY	PROPERTY ASSESSOR III	07/20/1998	\$36.96	F
N	STEENBOCK	DANIEL	PROPERTY ASSESSOR II	08/23/2004	\$30.84	F
N	TOOKE	MATTHEW	PROPERTY ASSESSOR II	02/06/2006	\$31.41	F
N	THELEN	LONA	PERSONAL PROP ASSESSMENT TECH	01/04/2016	\$27.03	F
N	PIETILA	KAREN	REAL ESTATE ASSESSMENT TECH - .7 FTE	06/01/2010	\$24.96	D



## PERSONNEL INFORMATION 2020

### Budgeted Positions by Department

Department	# in BU	FTE	FT	Actual PT
Comm & Economic Development		18.7	18	1
Finance		15.5	15	1
Fire	84	96	96	
Health		13.4	10	6
Human Resources		8.8	8	1
Information Technology		10	10	
Legal Services		10	10	
Library		45.5	36	18
Mayor		4	4	
Park, Rec & Facilities Management		30	28	3
Police				
Sworn Positions	92	113	113	
Civilian Positions		27	27	
Public Works				
Administration		4	4	
Engineering		29.34	30	2
Inspection		9	9	
Parking		10	10	
Traffic		7	7	
MSB Office & Admin		14.5	14	1
MSB Operations		81.5	81	1
Utilities				
Administration		3	3	
Waste Water		20	20	
Water Filtration		11	11	
Valley Transit	55	59.1	53	11
Total Budgeted Positions	231	640.34	617	45

Total includes full time equivalent approved in budget positions.

Temporary non-benefited, seasonals and CSO's are not included in departmental totals

## RECRUITMENT STATUS REPORT

**UPDATES THRU 08/06/2020**

STAFF PERSON	POSITION	DEPT.	DATE OF VACANCY	# OF OPENINGS	STATUS
<b>KIM</b>	Bus Driver	VT	Multiple	5	Application deadline 10/25/20. Panel Interviews: 8/12/20, 8/26/20 & 9/9/20. Background and references pending on 1 candidate.
	Part-Time Bus Driver	VT	N/A	N/A	Application deadline 10/25/20. Panel Interviews: 8/12/20, 8/26/20 & 9/9/20.
	Road Supervisor	VT	3/30/20	1	Applications under review.
	Communication Technician	VT	6/24/20	1	Applications under review.
	Grounds Coordinator	PRFM	5/22/20	1	Applications under review.
<b>ALLISON</b>	Community Service Officer (CSO)	Police	N/A	NA	Medical pending on 1 candidate. Physical Fitness testing 8/15/20.
	Police Officer	Police	N/A	1 +Elig.	Physical Fitness Testing 8/24/20, 8/25/20 & 8/29/20.
	Battalion Chief – Resource Development & Special Operations	Fire	3/2/20	1	PFC Interviews: 8/25/20.
	LTE – Library Assistant-Community Partnerships (Sub)	Library	N/A	1	Applications under review.
	Library Clerk – Regular Part-Time	Library	6/29/20	1	Background and references pending on top candidate.
	Library Assistant – Children’s	Library	8/9/20	1	Panel Interviews 8/7/20.
	Senior Communications Specialist	Mayor	5/5/20	1	Completing finalist steps with 3 candidates.

**TOTAL POSITIONS OPEN = 14 TOTAL ELIGIBILITY LISTS = 1**

### POSITIONS ON HOLD

STAFF PERSON	POSITION	DEPT	Date(s) of Opening(s)	# of Openings	Person Vacating Position/Status
<b>ALLISON</b>	Systems Analyst	IT	9/6/19	1	Using part-time temporary staffing to fill current need.
<b>KIM</b>	Parking Operator I	DPW	5/30/20	1	Received RTF – December hire.
	Operator I - Sanitation	DPW	7/13/20	1	Department evaluating

**TOTAL POSITIONS ON HOLD = 3**

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