



CITY COUNCIL ANNUAL WORKSHOP REPORT

Administrative Services Department

Prepared by: staff

PURPOSE OF REPORT

Outline the objectives of the department, and provide a few highlights of projects and activities in 2019. The area we manage for the city are Information Technology, Human Resources, Administrative Support, Communications, and Employee Engagement.

PRIMARY OBJECTIVES

Directs the City's administrative services operations including planning and developing fiscally sound human resources, information technology, and communication policies and practices. Provides direction, leadership, technical expertise, and team coordination to support implementation of the strategic initiatives.

- Provides technical and administrative support for a voice and data information system. Identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization.
- Provides oversight of employee relations, compensation, benefits, performance management, worker's compensation, recruiting and hiring, training, labor relations, HR legal compliance, and HR record keeping.
- Provides oversight of all board and commissions related work, Channel6/website, communications, public meeting spaces, and front desk supervision.

Information Technology

Implemented new phone system

The City's Avaya phone system reached end of life with many components no longer eligible for vendor support. Research showed a complete replacement with a modern VOIP system would be more cost effective than attempting to upgrade the old system. The new Mitel system also has the advantage of providing more modern collaboration features and enhanced functionality such as improved mobile voice mail access, full integration with City managed mobile phones and computers and more powerful and flexible call handling capabilities.

Increased and reconfigured SAN storage

Storage Area Network (SAN) storage is the core of the City network as it is where most of the servers images run from. As the City's server and data needs are continually growing, our SANs were running out of space. Staff worked with the vendor to add storage to each device as well as reconfigure the existing storage to a more efficient format. The end result is a doubling of our capacity allowing for our next few years growth.

Upgraded HBC and State firewalls and implemented intrusion detection

The City's two firewalls were older hardware in need of replacement. In addition to replacing the hardware, staff implemented additional security and intrusion detection software to add another layer of protection against hacking and ransomware threats.

Coordinated technology for new Fire Station #2

Staff coordinated installation and configuration of various systems needed for the new fire station. These include networking, phones, computers, door access and surveillance systems.

Laserfiche Forms

- Nearly 1250 online forms were submitted in 2019 including building permits, facility use requests, parking permits, and many others.
- Preparing for an overhaul of many of the backend workflows to happen this spring. As the organizational structure has changed we have found ways to make the workflows more efficient.
- OPG-3, our Laserfiche Vendor, has been working with our Community Development department to create a fully integrated Building Permit application.

Mobile Devices

- Just under 250 managed mobile devices.
- Rotating device upgrades.
 - We are working to streamline the upgrade process for our users when the time comes for them to get a new device.

Human Resources

Hiring Processes

- New Hires: 12 full-time, 2 part-time, 21 casuals (Sheldon-11, Police-3, and Fire 7)
- 1 Internal Promotions
- Resignations/Terminations: 5 full-time, 2 part-time, 10 casuals
- Retirements: 9 individuals

Benefits

Group Health:

- A Minimum Value Health Plan that is paired with a Health Savings Account and a City paid AFLAC accident plan was offered as a third option for 2020 benefits election. 5% of employees chose this option.
- The other HSA plan that was introduced last year had an increase in participation from 16% to 22% of employees.
- Health screening was offered in September and October to all employees and spouses who participate in the medical plans. Participation increased from 203 to 211 people.

Vision:

The City funded HRA plan that was set up to reimburse \$150 to employees and dependents annually was replaced by a fully insured plan that also offers a buy-up option for employees. This option was possible due to cost savings from the HRA fees that were being charged monthly by Alerus, the vendor, to manage the accounts.

Online Platform:

bswift, from Clarity Benefits Solutions, was introduced to allow employees to access their benefit elections, summary plans, and other benefit related information. Self-billing will be initiated in 2020 to replace paper billing and hand reconciliation of premium charges. The cost of the platform was possible due to cost savings from the HRA fees that were being charged monthly by Alerus, the vendor, to manage the accounts.

Open Enrollment:

The bswift platform replaced the paper based open enrollment process. Multiple insurance committee meetings were held to educate employees. Onsite, small group meetings were held at City locations across multiple shifts and days to help employees understand the options and to answer questions. Staff was also able to impersonate users in order to facilitate their enrollments. A Benefits Information Fair was held with vendors invited to have a table to meet with employees. Flu shots were also available.

Consumer Benefits and COBRA Administration:

Tax advantaged account management and COBRA administration transitioned from Alerus to Clarity for 2020. This move was made to improve customer service for employees and for department staff, better technology for employees to use to manage their accounts, and reduced fees compared Alerus.

Job Classification and Compensation Study

Paypoint HR was selected as the vendor to conduct the study in 2019. It has been ten years since the last study was complete. Extensive work was completed to update over 100 job descriptions in a new format that replaces *Qualifications* with a more detailed *Knowledge, Skills and Abilities* section. The job description review process also ensured that experience, education and certifications were accurate for each position. Work remains in order to effectively grade each position based on the job descriptions and the responses to the job position questionnaires. The study is expected to be completed in 2020.

Employee/Labor Relations

Negotiations began for all eight units in November pending the contracts end date of 12/31/2019. Tentative agreements were reached with all units and one contract has been ratified. All contracts have a one-year duration and a cost of living adjustment of 2.75% effective 1/1/2020 and .25% effective 7/1/2020.

Communications

City Beat, online digital newsletter

Published 24 issues during the year, all with 100% originally crafted articles and videos. Created and implemented advertising campaigns to drive subscribers. City Beat has 1291 subscribers as of today, plus more that are unable to be counted as they read it online through our website or social media.

City 101 Videos

18 new videos created and published

Original video projects

The following chart outlines the completed video projects completed by this department over the last nine years. A new record was set in 2019 for original programming features, with 120 videos created over a wide array of topics.

Year	Total number of finished video projects
2010	15
2011	10
2012	20
2013	24
2014	68
2015	Approx. 55
2016	53
2017	95
2018	112
2019	120

Social Media

- Communications were involved in the awareness and promotion of Red Wing's conversion to a single-sort recycling system. Our efforts were gaged as highly successful from the Recycling Partnership, so much so that they are now using Red Wing as an example for other city communication departments to mirror when they convert to single-sort.
- The City began an Instagram page to help engage a younger demographic than our Twitter, Facebook, and YouTube accounts were reaching. The account went live in August and is up to 330 followers.
- We are now updating the Twitter, Facebook, and Instagram accounts for the Fire Department.
- 743 new followers were gained on Facebook in 2019 for a total of 5,086 followers.

Administrative Support

We provide daily support to the Council Administrator in matters of research, packet creation, and office administration. We also support the work of all City boards and commissions, including working closely with the Mayor. Notable accomplishments this year related to boards and commission are as follows.

Boards and Commissions

- 170 Meetings were produced and archived
- Revamped the board & commission recognition event and dramatically increased the historical attendance at that event.

- Completed an assessment of our public-facing archive of agendas, packets, minutes, and meeting videos going back to 2013 when the City implemented an on-demand video archive of board and commission meetings. Backfilled missing documents and standardized our archiving process across all boards and commissions.
- Worked with Council Administrator to revise board & commission policy and rules of order

Employee Engagement

- 2019 Employee Engagement team (meets monthly)
 - Kari Gadiant, Technical Services Assistant
 - Trent Wentdlandt, Fire Captain
 - Melissa Hill, Administrative Support Manager
 - Brian Biver, Facilities Maintenance Technician
 - Eric Anderson, Maintenance One
 - Alex Kuehl, Operator
 - John Friedrich, Parks & Cemeteries Superintendent
 - Russell Johnson, Production Director
 - Travis Bray, Police Captain
 - Laura Blair Johnson, Facilitator
- Wingin University Students
 - Current enrollees-Travis Dunn, Stephanie Eggenberger, Tim Eickhoff, Brad Flaten, Ryan Illa, Missy Jennings, Brian Juilot, Kurt Krie, Jeff Krueger, Ron McRae, Justin Montey, Patti Schmidt, Teri Swanson, Jewel Thurman, Mike Warner, Justin Anderson, Kate Berg, Brandon Boyd and Derek Weckerling
 - Graduates-Reed Boelman, Robert Bonner, Kelsey Gilbertson, Taronda Howard, Alec Whipple and Dave Olson