



## CITY COUNCIL ANNUAL REPORT FOR THE YEAR 2022

### **Administrative Services Department**

prepared by: Laura Blair Johnson, Administrative Services Director

Administrative Services has nine full-time employees and four part-time Audio/Visual Technicians. We support services for over 200 employees, 60 summer seasonal employees, the City Council, 120 plus Board & Commission members, and Red Wing citizens.

#### **Information Technology Division**

- Jeff Krueger Information Technology Manager
- Alec Whipple, Systems Administrator

#### **Human Resources Division**

- Jewel Thurman Human Resources Manager
- Patti Schmidt, Human Resource Generalist
- Jackie Carlstrom, Human Resource Specialist

#### **Administrative Support & Communications Division**

- Melissa Hill, Administrative Support Manager
- Courteney Jacob, Communications Coordinator
- Cathy Phillips, Office Clerk Receptionist

#### **Channel 6 Audio/Video Technicians (14 hour per week)**

- Patrick Harris
- Emily Schultz
- Macio Foster
- Elsa Cory

The Administrative Services Director leads the department to develop policies and training for City services and all critical network services. This position is responsible to implement City Council directives related to human resources, information technology, and communication policies and practices for the City. This position also acts on behalf of the City Council Administrator in their absence. The employees of this department are committed to operating in an efficient, customer service-oriented manner while creating a positive working environment that instills the values of the City of Red Wing.

#### **Administrative Services Department 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 the 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, Channel 6/website, communications, public meeting spaces, and front desk supervision.

## **Purpose of Report**

To outline the objectives of this department and provide highlights of our projects and activities in 2022. This department includes the following services:

- Information Technology
- Human Resources
- Administrative Support
- Communications
- Government Access programming

Jeff and Alec support 200 employees' computers, telephones, smart devices in many locations around the City.

- The City has approximately 290 PCs, laptops and servers. The Mitel phone system runs 201 connections including desk phones, fax connections and mobility clients paired with mobile phones.
- The City has 115 active Mobile Devices and 128 active data devices consisting of iPads, hotspots, and cradle point docking stations in the squad cars.
- Manage networks in over 15 locations around the City including City Hall, Fire Department, Fire Station II, Law Enforcement Center, Community Development, Public Library, Sheldon Theatre, Public Works, Water and Waste Water Treatment Plants, and Pump Stations.
- Oversee our Laserfiche Forms Process. In 2022 over 4098 digital forms were processed through Laserfiche. This includes employment applications, permits, and other internal human resource processes.

Jewel, Patti, and Jackie manage benefits, recruiting, hiring, and Union negotiations for the City.

- In 2022 the City had 18 full-time new hires, four part-time, and 17 casual.
- HR processed 52 Public Work Seasonal hires and six summer interns.
- HR managed the process of 21 internal promotions and four internal transfers.
- 18 full-time and 14 casual employees resigned.
- Four employees retired.

- All eight bargaining units contracts expired and union negotiations began mid-year.
- The City moved to a new Individual Health Care Reimbursement Accounts ICHRA benefits program for exempt employees. This change created a significant savings to the City but did add substantial work to our HR staff.

Melissa, Courtney, and Cathy support all departments with communications, meeting packet assistance, and website and social media updates. Nineteen new Board & Commission members were onboarded, along with several new City Council members. They assisted with the CGMC conference and worked on creating exciting videos for our employee banquet with the help and expertise of our AV Techs. They led the implementation of a new software program for managing meeting packets. Significant work was also conducted on a new B&C app we will implement in 2023.

### Other Administrative Services Accomplishments

<p>Refreshed 21 PCs and 12 laptops. On schedule for the 5 year refresh cycle.</p> <p>Refreshed 35 mobile phones and 5 iPads.</p> <p>Decommissioned 5 servers and 2 older storage arrays and 2 tape drives. This provided greater reliability for IT services as well as energy and heat savings in the server room.</p> <p>Continued KnowBe4 security training with two phishing campaigns and second city wide training class.</p> <p>Implemented a ransomware/malware protection with a State of MN run program. We qualified for great pricing because we are a Port City. The state run program is monitored 24/7 by the state giving us advance notice of any impending issues.</p> <p>Changed from our original Managed Services Agreement with CIT to a "Core" model saving the city \$9700.00 per year.</p>	<p>Interview panels were trained on unconscious bias for our hiring processes.</p> <p>Conducted two international interviews using virtual platform.</p> <p>Insurance Opt Out program for 2023 for all employees rolled out with 19 participants qualified.</p> <p>Implemented Individual Health Care Reimbursement Accounts IHCRA to Exempt level employees</p> <p>Employee outreach and communication to explain the changes to our Voluntary Employee Benefits Account (VEBA) and Consumer Benefits transition with the goal of one vendor for cost savings.</p> <p>Implemented change in how to earn a Wellness day. Non-union employees earned a wellness day for participating in annual health screening.</p>	<p>Completing a draft of an updated Logo Guide.</p> <p>Creating a draft Writing Style Guide.</p> <p>Initiated a website update which will be complete in early 2023.</p> <p>Created and conducted a communications campaign to notify the community of a utility rate change.</p> <p>Implemented a new software program to manage our board and commission packet process.</p> <p>Reinstated WingIn University, an employee-created onboarding and retention program that was put on hold during the pandemic.</p> <p>Onboarded 19 new board and commission members and three new staff liaisons.</p>
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<p>Upgraded the software and controller server for citywide wi-fi system. The system is scheduled for complete replacement in 2023.</p> <p>Replaced all 3 VMware host servers. The physical servers were replaced and the software upgraded to the latest version. (These are essentially the foundation of our network)</p> <p>Performed security hardening process on VMware including removing it from the domain</p> <p>Performed a full upgrade of all BanKoe software. Built new virtual servers, upgraded to the latest software versions and migrated the databases to our newest SQL server.</p> <p>Performed full upgrade of Cartegraph OMS including software upgrade and new virtual servers.</p> <p>Upgraded Laserfiche to latest version and migrated to new server.</p> <p>Criminal Justice Information Services (CJIS) Audit completed.</p> <p>Upgraded technology in Jordan conference room with professional conferencing soundbar/camera</p> <p>Upgraded the software in the Cisco ASA firewall and performed a configuration hardening procedure to increase security and pass the latest PCI scan.</p> <p>Assisted with streaming encoder for CivicClerk.</p>	<p>The City developed four new jobs: Chief Plant Operator/Waste Campus, Human Resources Specialist, Public Works Apprentice, Assistant Police Chief</p> <p>Three jobs were reclassified Superintendent-Environmental Services, Communications Coordinator, Superintendent Waste and Refuse)</p> <p>Improved information flow and clarified distribution of duties between HR and payroll staff by eliminating circulating paper approvals for annual step increase for employees. Cost of living processed for 2022 and 2023 by HR Staff.</p> <p>Roll out of Laserfiche forms for performance reviews, bonuses and employee satisfaction surveys of regular employees.</p> <p>Updated Employee Handbook and had all employees sign off on acknowledgement.</p> <p>Drug and Alcohol Policies updated for DOT and Non-DOT Drivers and conducted refresher and initial training for all DOT positions.</p> <p>Telework policy rollout and tracking of participation.</p> <p>Leave Share Program reviewed to be in legal compliance and with new forms.</p>	<p>Provided support to our Council Administrator in coordinating the Coalition of Greater Minnesota Cities conference held in Red Wing in July.</p> <p>Two employees attended year one of a three-year City Clerk training program.</p> <p>Provided training and oversight during a summer internship with a local college student studying Journalism.</p> <p>Produced a substantial original video celebrating employee milestones for the City's virtual employee recognition event.</p>
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Implemented e-mail retention policy.	Union Negotiations underway for expiring contracts for all eight units.	
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