

DRAFT

**CITY OF WAUSAU HUMAN RESOURCES COMMITTEE
MINUTES OF OPEN SESSION**

DATE/TIME: May 12, 2014 at 4:30 p.m.
LOCATION: City Hall (407 Grant Street) – Board Room
MEMBERS PRESENT: R. Wagner (C), G. Gisselman, W. Nagle, D. Oberbeck, L. Rasmussen
Also Present: Mayor Tipple, D. Bohn, A. Jacobson, M. Loy

Approval of 3/10/2014 and 3/25/2014 minutes.

Motion by Nagle, second by Gisselman to approve the March 10, 2014 and March 25, 2014 draft minutes. All ayes. Motion passes 5-0.

Public Comment on Matters Appearing on the Agenda.

No public comment made.

Select a Chairperson and Vice Chairperson for the 2014-2016 Term.

Wagner indicated that he would accept the nomination of Human Resources Committee Chairperson if chosen by the committee. Motion by Nagle to nominate Romey Wager for the Human Resources Committee Chairperson for the 2014-2016 Term. Second by Gisselman. No other nominations for Chairperson were brought forward. Motion made by Rasmussen to nominate Gary Gisselman for the Human Resources Committee Vice Chairman for the 2014-2016 Term. Second by Nagle. Gisselman asked for further clarification of the responsibilities of the position and accepted the nomination. No other nominations for Vice Chairperson were brought forward. All ayes. Motion passes 5-0.

Establish Regular Meeting Dates and Time for 2014-2016 Term.

Wagner asked if there was any interest in changing the date and time of the Human Resources Committee meeting. Loy stated that the 4th Monday may work better for getting items to the Council in a timely manner. Discussion about the matter resulted in the meeting remaining on the 2nd Monday of each month at 4:30 p.m. No motion needed.

Review the Role and Duties of the Human Resources Committee.

Loy distributed information to the committee that described the roles and duties of the Human Resources Committee and outlined what the committee has focused on during the past 2 ½ years since Loy became HR Director. Compensation and the Employee Handbook were two projects that the committee focused heavily on. Looking forward the committee will be working on the Police and Fire Contracts that expired at the end of 2014. Training and development has not received the attention it needs and should be a priority, as well as updating the personnel ordinances. Additionally Loy stated that the roles and responsibilities of the committee should be reviewed and updated if needed. Nagle said he would like to see service measurements and that he is more concerned about results than process. After further discussion by the committee, Loy said that expectations by the citizens need to be known in order to measure satisfaction. Rasmussen said that the wide variety of services the City offers makes it difficult to measure overall satisfaction since customers are dealing with different departments and services. Mayor Tipple stated that many citizens with complaints will call the Mayor's Office, where the complaint is documented and action for resolution begins by speaking with the supervisor or department head about the complaint. Nagle said a phone number should be assigned for complaints and departments could take turns answering the incoming calls. Rasmussen mentioned a phone app that connects directly to the City that allows people to submit complaints. Loy further explained the app and its capabilities to the committee. Nagle said he would like a phone number available also. Tipple explained that phone numbers for complaints are listed in the City newsletter and complaints are also received by email. Tipple also said that if the City doesn't know about an issue, they can't fix it; once complaints are received, problems are fixed quickly. Further discussion of the complaint app took place. Loy suggested that the committee work on defining what

services are provided and how to measure those services. The committee agreed with Loy's suggestion. Rasmussen would like to find out the cost of the complaint app.

Consider Committee Action Plan for Upcoming Year.

In reviewing past items, Loy mentioned that the HR committee has spent time reviewing and prioritizing the need for additional positions within various departments, only to have the Finance committee reject the creation of the positions due to lack of funds in the budget, and asked if this was the best utilization of the HR committee's time. Rasmussen said that she would like to see changes in the roles and responsibilities of committees so that examples like Loy presented don't happen. Discussion took place as to what policy making decisions the committee will be responsible for in the future and what decisions will be the responsibility of the HR director.

Assessment of Current Human Resources Monthly Monitoring Reports.

Rasmussen commended Loy for the monthly monitoring reports provided to the committee. Nagle indicated that he's not interested in the reporting but rather the results of the department and does not want Loy spending time on statistics when he can be performing HR director functions.

Future Agenda Items for Consideration.

Rasmussen would like to know the cost and more information about the complaint app. Gisselman asked for progress on the joint health plan mentioned at last month's meeting, and also the requests by Wagner on the Salamone case and by Oberbeck for an activity report on the animal control service. Wagner indicated that he received the requested information from Loy and didn't feel it was necessary to place the item on the agenda. Gisselman responded that if items are mentioned for future consideration, they should be placed on the agenda. Oberbeck said he would still like his request brought to the committee.

Adjourn. Motion by Oberbeck to adjourn. Second by Nagle. All ayes. Motion passes 5-0. Meeting adjourned.

Romey Wagner
Human Resources Committee, Chair