

# COMMITTEE OF THE WHOLE

City of Kaukauna  
**Council Chambers**  
Municipal Services Building  
144 W. Second Street, Kaukauna



Monday, July 15, 2024 at 5:00 PM

## AGENDA

### In-Person and Remote Teleconference via ZOOM

1. Correspondence.
2. Discussion Topics.
  - [a.](#) Quarter 2 Strategic Plan progress update.
  - [b.](#) Old business - Communication Guide.
3. Adjourn

## NOTICES

Notice is hereby given that a majority of the City Council will be present at the meeting of the Committee of the Whole scheduled for Monday, July 15, 2024 at 5:00 P.M. to gather information about a subject over which they have decision making responsibility.

**IF REQUESTED THREE (3) DAYS PRIOR TO THE MEETING, A SIGN LANGUAGE INTERPRETER WILL BE MADE AVAILABLE AT NO CHARGE.**



## **MEETING ACCESS INFORMATION:**

You can access this meeting by one of three methods: from your telephone, computer, or by an app. Instructions are below.

To access the meeting by telephone:

1. Dial 1-312-626-6799
2. When prompted, enter Meeting ID 234 605 4161 followed by #
3. When prompted, enter Password 54130 followed by #

To access the meeting by computer:

1. Go to <http://www.zoom.us>
2. Click the blue link in the upper right hand side that says Join a Meeting
3. Enter Meeting ID 234 605 4161
4. Enter Password 54130
5. Allow Zoom to access your microphone or camera if you wish to speak during the meeting

To access the meeting by smartphone or tablet:

1. Download the free Zoom app to your device
2. Click the blue button that says Join a Meeting
3. Enter Meeting ID 234 605 4161
4. Enter Password 54130
5. Allow the app to access your microphone or camera if you wish to speak during the meeting

\*Members of the public will be muted unless there is an agenda item that allows for public comment or if a motion is made to open the floor to public comment.\*



## Strategic Plan Quarterly Update – Q2/2024

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Create a Community of Choice:

- **Maintain a safe and healthy community**
- **Create Belonging & Inclusion Resource Group**
  - The Belonging & Inclusion Resource Group met in Q2 to discuss the handbook edits. During the overall discussion regarding the handbook, it was noted that the group understands that the handbook is a legal guide to working in the City, but that a shorter version that is more consumable should be made for new employees. This discussion led to a discussion of the onboarding process in general and how important it can be to new employee retention. The group recommended a mentor program and inviting families to benefit meetings (when applicable).
- **Increase public and park open space attendance**
  - Renovate one park every other year.
    - Completed the park reforestation/re-planting plans for White City Park and Grignon Park. Applied for I.R.A. Urban Forestry Grant.
    - Completed work at LaFollette Park playground and Jonen Pavilion in June of 2024.
    - Completed Municipal Aquatic Center project in July of 2024.
  - Evaluate a City Facilities Manager Position
    - A sub-foreman daily role is being used to help define and evaluate tasks that may fall into a future full-time Parks and Facilities Manager position. Role will continue daily through October.
- **Anticipated focus for next quarter(s)**
  - Pending the HR hiring process, new HR would propose updates to the City Handbook from both the HR perspective and from the Belonging & Inclusion Resource Group's notes.
  - Continue to develop and gather information on park amenities conditions and maintenance. As part of the Park Master Plan, an inventory of park equipment and amenities is being created to allow for better tracking of short- and long-term maintenance needs and replacement schedules at each site.

## Communication Plan:

- **Enhance communication with Council**
  - Edits were made based on the feedback from the last Committee of the Whole. Additional discussion will be had at the next Committee of the Whole. Due date has been pushed from 6/3/24 to 8/30/24 to allow for further discussion.
  - Elected Officials Orientation Guide is waiting on the finalization of communication guidelines
- **Enhance internal communication**
  - Met with SMAT team to discuss internal communication areas for improvement. A list of solutions were created and presented to department heads. Policies/guidelines will be written for items like, creating meeting agendas and email etiquette, new feature added to the internal newsletter to outline departments.
  - For the intranet – it was determined we would need to budget for an RFP to obtain assistance in setting up the intranet.
  - Monthly distribution of internal newsletter is going well. Have requested assistance in promotion of the internal newsletter from Department Heads.
- **Enhance external communication**
  - In addition to having the media policy, Marketing/Coms Manager will gather a communications team made up of the staff who manage their department's social media pages. This team will meet monthly to discuss what will be shared for the month.
  - Social media training is being had on a continual basis as needed
  - List of resources is being gathered to develop the resident guide
  - Website is coming along- received eight content pages and have provided feedback
- **Anticipated focus for next quarter(s)**
  - Put together an RFP for intranet
  - Finalize DH/Council coms guidelines
  - Finalize Elected Officials Orientation Guide
  - Begin monthly meetings with coms team

## Create a People Management Plan:

- **Develop a standardized staffing assessment (risk assessment, current/future needs, job analysis, needed resources, etc.)**
  - Phase 1 of the staffing assessment was completed and shared with staff and council. This document shows what the department areas do in terms of operations as well as a few thoughts on what operations excellence can look like with a few changes. Staff was ambitious with the goal of also having phase 2 completed of this process which was the position assessment. More time is needed to analyze the individual analysis before compiling with the standard assessing document. The final step of this process will be the requested positions that will make up the 5-year people plan requested.
  - Staff will continue to share the information with council as the phases are completed. A thorough discussion will be had once all three phases are completed. With all three phases, a holistic picture of the department layout, position roles, and requests will aid in the understanding how areas can better serve to meet the mission and vision of the City.
  - Phase 2 is expected to be completed by July 31 and Phase 3, people plan, is expected by mid to end of August. To avoid questions that can be answered with all three phases the individual phase will be presented to give council an update on where the process is and more information on each area of the city. If there are any questions before the in-depth conversation of all three phases please reach out to the respective department.
- **Create a targeted recruiting plan for the City**
  - This initiative has been started by the former HR Director. A draft is established, and a meeting will be set up with applicable DHs to review. This initiative is delayed due to staffing change in department
- **Develop marketing plan to showcase City benefits**
  - Complete – marketing plan includes being more transparent with city benefits on the website along with sharing benefits on social media.
- **Create an employee engagement plan for the City**
  - City had the first employee staff outing in June
  - Developing the onboard process to make the experience and process more streamlined
- **Anticipated focus for next quarter(s)**
  - Continue to work on Phase 2 and 3 of the Staffing Assessments
  - Continue the performance management integration with Comp plan
  - Finalize standardized onboarding process
  - Get the new HR Director acquainted with this area of the Strat plan





# Council/Department Head Communication Guidelines

July 15, 2024

This document outlines steps that City of Kaukauna Department Heads and City of Kaukauna Alders will take to communicate with one another for matters regarding committee meetings and Common Council Meetings.

## 1. Shape and appearance of agenda memo templates.

In an effort to maintain consistency throughout the memos presented by Department Heads, every department will utilize the same memo template. The goal of having a consistent appearance is that information will be easier to find. This template will include the following sections:

- Header: including the to, from, date, and regards information
- Background information: including a brief description of the work that has been done thus far to bring us to the suggested recommended action. Be sure to include how, if at all, the proposed action is aligned with the Strategic Plan.
  - (If it is not aligned with the Strategic Plan, explain why. Ex. A roadway requires immediate updates to improve the quality – it is an emergency action that does not directly involve the Strategic Plan.)
  - If comparables are being used in the project, clearly explain how they came to be defined in the memo.
- Staff recommended action: A suggested action by staff to help shape the discussion surrounding the agenda item. *Please note: While this is a suggested action, Council has the ability to pursue a different direction if desired.*

## 2. Adding agenda items:

- To remain in strict compliance with the open meetings law, all items of new business should be placed on an agenda organized by the Mayor, and should not be brought to the floor prior to being noted as an agenda item. Appropriate channels for requesting an item be placed upon an agenda would be (a.) a direct request to the Council President, (b.) a direct request to the Mayor, or (c.) brought through the appropriate department head for the subject matter, i.e. Planning, Engineering, Public Works, etc.
- Critical short notice items as determined by Mayor may be added up to 24 hours prior to the meetings, and 2 hours for emergencies.

## 3. Sharing agenda items that require quick action or have a lot of information.

To provide Alders enough time to read agenda items prior to the Common Council Meeting, while still giving Department Heads enough time to gather information, agenda

items requiring quick action and/or have a lot of information will be shared in the afternoon the Thursday prior to a Council Meeting. The process will be as follows:

- Department Heads and Mayor meet Wednesday the week prior to a Council Meeting to discuss upcoming agenda items.
- Out of all of the agenda items, the Mayor will identify what items should be shared early during Wednesday's meeting.
- Finalized agenda items are shared with the City Clerk by noon the following day (Thursday prior to Council Meeting).
- Once shared with the City Clerk, Department Heads will then send any predetermined agenda items to the Mayor who will distribute to all Alderpersons in one (1) email.
- If Alders have a question regarding an agenda item, they are encouraged to reach out to the Department Head responsible, prior to the committee or Common Council Meeting.
  - If the conversation is likely to exceed that which could be sent in an email or a five-minute phone call, Alders are encouraged to work with the Department Head to schedule time to discuss the agenda item in more depth.
- As an elected official, it is the responsibility of every Council member to read and review the materials in their respective Committee Meeting packets, Common Council Meeting packets, and the previous meeting minutes prior to attending the meetings.

#### **4. Meeting attendance requirements for Department Heads.**

To ensure the City Staff's representation at Common Council meetings, and to help build a repertoire with Alders, the following attendance policy will be identified for Department Heads:

- If a Department Head has an agenda item, they must be present during the Committee Meeting and Council Meeting while that item is being discussed to ensure any questions can be answered.
  - If they are unable to attend, another member within the department will be cross trained to present on the Department Head's behalf.
- If a Department Head does not have an item on the agenda, they will be responsible for attending one (1) of the meetings, either the Committee Meeting held Mondays or the Common Council Meeting held Tuesdays, either in-person or virtually. This applies to each week that the Common Council Meetings are held.

#### **5. Conducting Common Council meetings.**

When a Common Council meeting is held the following expectations must be met:

- Dress code: To ensure a professional presence while in the Council Chambers, business casual attire appropriate for a professional office setting must be worn by City Staff and Council members during a Common Council meeting.
- Display screens: Someone will be present to share the meeting agenda, images, and whatever else may be necessary, to the display screens in the Council Chambers.
- To ensure accurate and transparent meeting transcriptions, everyone will follow Chapter 2 of the Municipal Code while in a Common Council Meeting. A copy of Robert's Rules of Order and cheat sheet will be made available to Alders as part of the Elected Officials Orientation Guide.

#### **6. Conducting committee meetings**

- To ensure compliance with City Code and Open Meetings Rules during committee meetings, non-committee members will step down from their council seat and will sit in the first row. This will also help attendees and the public identify the members of the various committees, while reducing the chance for side conversations to be picked up by the microphones.
- Once the committee members have had their discussion, the committee chair will open the conversation up to non-committee members for additional conversation. Discussion between committee members and non-committee members is welcomed and encouraged.
- Dress code and display screens will remain the same as conducting a Common Council meeting.

#### **7. Reaching out to Department Heads with information outside of Council Meetings.**

To ensure timely responses and resolutions, Alders are encouraged to reach out to Department Heads directly via phone or email whenever something comes up in the community that they should be made aware of.