

**AGENDA FOR A PERSONNEL COMMITTEE MEETING  
FOR MONDAY, AUGUST 9, 2010, 7:00 PM  
EXECUTIVE CONFERENCE ROOM, SECOND FLOOR  
MUNICIPAL BUILDINGS**

(Councilmen Mercer, Reynolds, Rexroad and Richards)  
(all members of Council invited to attend)

- I. CALL TO ORDER – Councilwoman Sharon Kuhl, Chairman
- II. ROLL CALL
- III. MINUTES – meeting held June 7, 2021
- IV. NEW BUSINESS
  1. Discussion and/or action on an ordinance for civil service retention pay;
  2. Discussion and/or action on an ordinance for EMT certification pay;
  3. Discussion and/or action on an ordinance concerning civil service Holiday pay;
  4. Discussion and/or action to create two (2) additional positions within The IT Department (budget revision)
- V. ADJOURNMENT

The Personnel Committee of City Council met Monday, June 7, 2021, at 5:00 PM in the executive conference room on the second floor of the Municipal Building at One Government Square, Parkersburg WV 26101.

The meeting was called to order by its Chairman, Councilwoman Sharon Kuhl, who presided over the meeting. Members attending included Councilmen Chris Rexroad, Austin Richards, Bob Mercer, and Sharon Kuhl.

Others attending included Mayor Tom Joyce, Blaine Myers, Chief Martin, Chief Matthews, Eric Jiles, Sondi Wallace and Zach Stanley.

MINUTES – the minutes from the meeting held April 6, 2021 were approved as submitted by unanimous vote.

#### FIRE DEPARTMENT RULES AND REGULATIONS, CHAPTER 12:

The committee discussed at length a request to amend the rules and regulations in Chapter 12 for the Parkersburg Fire Department, relating to their grievance procedures.

MOTION – Mr. Richards moved, seconded by Mr. Mercer, to amend Step One: Informal Discussions, as follows: "Written documentation shall be completed for the informal discussion".

VOTE – the amendment was adopted by unanimous vote.

MOTION – Mr. Mercer moved, seconded by Mr. Richards, to refer the rules and regulations on to City Council, as amended, and the motion was adopted by unanimous vote.

#### HOMELESS OUTREACH COORDINATOR

Mayor Tom Joyce and Police Chief Joe Martin, are recommending a second homeless outreach coordinator in the Police Department to work the afternoon shift with the same duties and responsibilities as the original coordinator. Mayor Joyce said he has heard from our business community and others that there has been a reduction in thefts because of this employee. Chief Martin said the success is very noticeable, and we have made some bridges that we did not have before.

Our current problem is after 4:00 PM, and our homeless population know the police department shifts. Out of 134 instances, our first coordinator has helped 94 of them with some kind of assistance – either with WVCEH, Westbrook, Salvation Army, House to Home, Latrobe Mission, Parkersburg Housing Authority or Community Resources Incorporated.

Chief Martin said our uniform division appreciates this employee and the program has proven to be hugely successful.

MOTION – Mr. Mercer moved, seconded by Mr. Rexroad, to refer the request for a second homeless coordinator on to Council, including a budget revision for \$43,755.00 to cover the salary, and the motion was adopted by unanimous vote.

The meeting adjourned at 5:50 PM.

Respectfully submitted,

Connie Shaffer, City Clerk

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AN ORDINANCE AMENDING AND RE-ENACTING  
THE CLASSIFICATION AND COMPENSATION PLAN FOR THE CITY  
OF PARKERSBURG, TABLE III, CIVIL SERVICE NON-EXEMPT POSITION  
CLASSIFICATIONS

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF PARKERSBURG that effective on passage of this Ordinance, Table III of the Compensation Plan contained in Section VII of the City of Parkersburg Personnel Policy and Procedure Manual be, and hereby is, amended and reenacted to reflect a civil service retention pay increase of \$0.50/hr on employment anniversary dates of 10, 15, and 20 years of service. See table attached.

OB

**CIVIL SERVICE NON-EXEMPT POSITION CLASSIFICATIONS**

<b>GRADE</b>	<b>POSITION TITLE</b>	<b>HOURLY</b>	<b>HOURS WORKED</b>
CS-1	Firefighter	\$14.27	2808 hours
	Firefighter First Class (\$0.75/hr after 3 years and testing)	\$15.02	2808 hours
CS-2	Police Officer	\$20.81	
	Police Officer First Class (\$0.50/hr after 5 years of service)	\$21.31	
CS-4	Fire Lieutenant	\$16.36	2808 hours
CS-5	Police Sergeant	\$22.91	
CS-6	Fire Captain	\$17.68	2808 hour
CS-7	Chief Fire Inspector	\$23.87	2080 hours
CS-8	Police Lieutenant	\$24.48	
CS-9	Police Captain	\$26.06	

**Retention Pay Civil Service**

10-year retention pay	\$0.50/hr
15-year retention pay	\$0.50/hr
20-year retention pay	\$0.50/hr

**College Incentive Police Department**

Associates Degree	\$0.15/hr
Bachelor's Degree	\$0.30/hr
Master's Degree	\$0.45/hr

<b>Fire Department EMT incentive</b>	\$0.50/hr
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**City of Parkersburg**  
**Police/Fire Estimated Payroll Increase**  
**As of July 1, 2021**

**This calculation uses the staffing composition of each department to determine what impact the pay adjustments would have on the budget as of July 1, 2021.**

	Police Per Hour	POLICE	Fire Per Hour	FIRE	TOTAL
10 YEAR	0.50	11,440	0.50	8,424	19,865
15 YEAR	0.50	14,560	0.50	25,272	39,833
20 YEAR	0.50	28,080	0.50	66,300	94,381
<b>GROSS PAY AMOUNT</b>		<b>54,080</b>		<b>99,996</b>	<b>154,076</b>
<b>TAXES &amp; BENEFITS</b>		<b>2,055</b>		<b>3,800</b>	<b>5,855</b>
<b>TOTAL PAY</b>		<b>56,135</b>		<b>103,796</b>	<b>159,931</b>

**NOTES:**

- 1) The PD currently provides for a 50 cent increase in pay at 5 years with a 1st class promotion.
- 2) The FD currently provides for a 75 cent apprenticeship and 1st class promotion after meeting minimum qualifications at 3 years. Additionally, a firefighter qualifies for a 50 cent adjustment at 5 years for obtaining and maintaining an EMT license.

An Ordinance Amending  
Section 125.01, Of Article 125,  
Fire Department, Of The  
Codified Ordinances Of The  
City Of Parkersburg

Be It Ordained By The Council Of The City Of Parkersburg that Section 125.01 of Article 125, Fire Department be and it is hereby amended as follows:

125.01 Composition

(a) The Fire Department shall consist of a Chief, five (5) Captains, eleven (11) Lieutenants and as many Firemen as may from time to time be authorized by Council. Further there shall be designated and appointed from said members a Chief Fire Inspector and a Fire Inspector/Public Education member.

(b) Members of the Fire Department who have successfully passed the final examination for the Bureau of Apprenticeship and Training (U.S. Department of Labor) shall be given the designation of Firefighter First Class.

(c) All members of the Department who attain the designation of Firefighter First Class shall receive an increase in pay of seventy-five cents (\$0.75) per hour for all fifty-four (54) hour work week personnel and one dollar and one cent (\$1.01) per hour for all day shift personnel effective July 1, 2019.

(d) Members of the Fire Department who are certified as an Emergency Medical Technician shall be given the designation of Firefighter/EMT. All members of the Department who attain the designation of Firefighter/EMT and maintain certification as an Emergency Medical Technician shall receive an increase in pay of fifty cents (\$0.50) per hour effective on the passage of this ordinance. Such designation shall be a non-civil service designation rate.

AN ORDINANCE AMENDING AND RE-ENACTING  
THE CITY OF PARKERSBURG  
PERSONNEL POLICY AND PROCEDURE MANUAL

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF PARKERSBURG that Section VIII, Subsection F, Holidays – Civil Service Employees, of the City of Parkersburg Personnel Policy and Procedure Manual be and hereby is amended and re-enacted as follows:

**F. HOLIDAY PAY – CIVIL SERVICE EMPLOYEES**

As of the effective date of this ordinance, equal time off for legal holidays will no longer accrue for civil service employees.

Civil service employees who are required to work during a legal holiday, or if a legal holiday falls on the employee's regular scheduled day off, will receive holiday pay in the amount of one and one-half times the rate of pay for the hours worked or scheduled hours off during the holiday.

Sick leave is not considered a regular scheduled day off, therefore, civil service employees on sick leave on a holiday shall not receive pay for the holiday.

Civil service with accrued holiday balances as of the effective date of this ordinance will have the option to either have these hours paid out or use the hours for leave per Departmental Policies. Any balance remaining, if any, will be paid upon voluntary or involuntary termination.



**RESOLUTION**

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF PARKERSBURG that the Mayor, or his designee, be authorized to request approval from State Auditor's Office for the following budget revision within the General Fund for the Fiscal Year 2021-2022 prior to the expenditure or obligation of funds for which no appropriation or insufficient appropriation currently exists, and to make said budget revisions upon the State Auditor's approval:

**GENERAL FUND**

<u>Account</u>	<u>Description</u>	<u>Current Budget</u>	<u>Proposed Adjustment</u>	<u>Revised Budget</u>	<u>Comments</u>
<b>REVENUE</b>					
369-000-000	TRANSFERS IN - OTHER FUNDS	1,984,791	<u>56,658</u>	2,041,449	STABILIZATION TRANSFER IN
			56,658		
<b>FINANCE</b>					
414-103-315	OTHER SALARIES & WAGES	515,197	63,882	579,079	TWO ADDITIONAL IT TECHNICIANS
414-104-000	FICA EXPENSE	45,479	4,887	50,366	TWO ADDITIONAL IT TECHNICIANS
414-106-000	RETIREMENT EXPENSE	59,500	6,388	65,888	TWO ADDITIONAL IT TECHNICIANS
414-226-005	WORKERS COMP	13,961	1,501	15,462	TWO ADDITIONAL IT TECHNICIANS
414-230-050	CONTRACTUAL SVS - IT	32,000	<u>(20,000)</u>	12,000	TWO ADDITIONAL IT TECHNICIANS
	Subtotal - Expenditures		<u>56,658</u>		
	GRAND TOTAL		<u><u>-</u></u>		

The above resolution proposes to revise the FY22 General Fund Adopted Budget to fund the addition of two additional IT Technicians, funded in this initial fiscal year by a \$20,000 reduction in IT Contractual Services and a \$60,600 transfer in from the Stabilization Fund.

## **CITY OF PARKERSBURG IT DIVISION STAFFING PROPOSAL**

### **Background:**

Since 2017, the City IT network and infrastructure has expanded exponentially with the additions of many new end points, added email accounts, O365 support, support for PD and FD, and the complexity of the network in general. With the increased workload, the staffing level of two (2) remains the same. The size of the network, need for complex support, and need for Cyber Security Response has grown and will continue to do so. This expansion has inundated the current IT staff, forcing them to limit time spent on each individual user's needs to respond to higher-priority issues at times. This reduces user productivity when they are unable to complete work tasks because of unresolved IT issues. This document will help outline the previous status, current status, and projected future needs for additional network and infrastructure expansion. Additionally, statistics on the workload and issue resolution timing, as well as a recommendation to adequately address the City's needs is proposed.

### **IT Infrastructure and Networking status as of 2017:**

- In 2017 the City was not using O365, Sharepoint, and Teams.
- The City did not have Verkada cameras deployed.
- PD did not have Cradlepoint MDT's in Cruisers and very few Verizon Hotspots. Officers were using whatever **free wifi connection** they could find in the City.
- PD was not dependent on a constant internet connection to 911
- The City did not have ALL the outlying locations with advance networking and RED's.
- Infrastructure was new with few maintenance requirements
- Security requirements were not as complex
- There were not as many Cyber Security attacks / issues / concerns
- The City was only using InCode v.9 (InCode v.X has since been implemented)
- Council Chambers did not have installed Projectors and amplifier.
- Firemen did not have City email accounts
- No outside payment window in Finance
- No Teams, Zoom, or Webex online meetings
- Very limited posting to website from departments
- Fewer Virtual / physical servers to maintain

### **IT Infrastructure and Networking status as of 2021:**

- Averaging 100+ - Help Desk tickets a month / closing 6 – 7 per day
- Averaging 25 -30 Help Desk Tickets backlog
- Added new infrastructure at City Park, i.e. Nanobeams, switches, cabling, power supplies
- Deployed 46 new Verkada cameras
- Added network infrastructure at Fire Station 2, i.e. copier, Switch, Amp, speakers, router

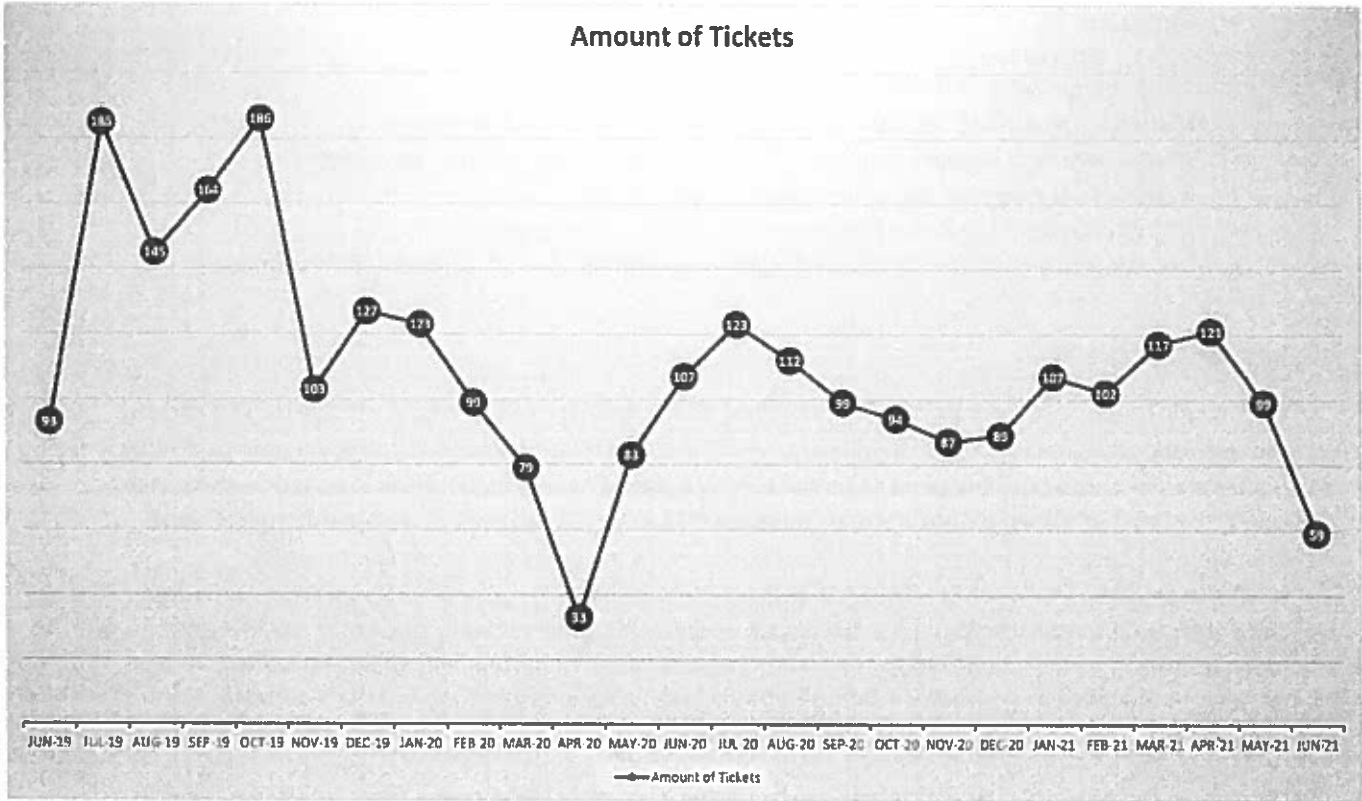
- Added new network infrastructure at Fire Station 4, i.e. switch, Amp, Speakers, router
- Added RED devices and Access points at all fire stations
- Added 48 Cradlepoints and 40 Nighthawks in PD cruisers
- Added support for Cradlepoints, i.e. additional networking, config changes, updates, and user support
- Support connections from Cradlepoints to 911 for PD
- Added Covert equipment for PD
- Added infrastructure and support in Council Chambers
- Added email support for Fire Dept (58) and Council (9)
- Added email support for PD (18) staff, (11) Bureau, and (59) Officers
- Added phone support for Outlook app for users with O365
- Added support for new position(s) created
- Added support for additional sites added in Sharepoint
- Added complete separate network at Southwood Park, i.e. Nanobeams, switches, cabling, power supplies, cameras
- Added responsibility of contacting Vendors for quotes, inquires, and supplies.
- Increase in website posts from ALL departments.
- Increased time needed for the upkeep of aging infrastructure
- Increased time incurred for troubleshooting more complex networking and user issues
- Increased Cyber Security attack concerns / issues / email phishing / etc.

#### **Current staffing productivity:**

Under the current status of the network and infrastructure, the two IT technicians are very busy attempting to address all of the larger picture priority items as well as serving as many end users as possible under significant time constraints. Levels of frustration among the two technicians and end users can run high at times due to the complexity of the juggling act.

The graph on the following page illustrates the number of tickets submitted over the last two years. The fluctuations upward during 2019 represent a period of time when significant network changes were being implemented in order to upgrade stability and security responses to those specific risks identified. The large valley in April of 2020 is obviously the result of the shutdown that occurred in response to the pandemic. During July/August of 2020, the number of tickets submitted began to normalize around an average of around 100 per month.

Despite best efforts and closing an average of 6-7 tickets per day, a backlog of tickets averages between 25-30 at any given time. Average ticket resolution time when only one technician was available was 6.77 days, while that reduced to 3.43 days per ticket when a second technician was brought on board and trained to adequate proficiency.



**Projected Future networking expansion / needs:**

- Systematic replacement of aging infrastructure

Device	End of Sale	End of Life
B5 Switches	6/30/2017	6/30/2022
Wireless Controller	12/31/2015	12/31/2020
3825 WAPs	6/30/2018	6/30/2023
3935 WAPs	5/15/2020	5/15/2025
Sophos XG330	none	none
ESXi server	-	5/25/2018
HyperV1	none	none
HyperV2	none	none

- The need to update / transition to / implementation of new software solutions for departments
- Additional Cradlepoints and support needed for PD
- Requested more Covert cameras for PD use / deployment
- Additional resources needed for Cyber Security threats / response / remediation
  - Active event monitoring/threat detection
  - Security auditing
  - Periodic penetration testing

- Large projects
  - Upgrades in Council Chambers
  - Replacement of aging user PC's (per department)
- More time needed for end user training for new software and hardware
- The addition and support of more Verkada cameras throughout the City facilities
- Increase in turnover of end users requiring setup of new users
- Migration to cloud-based server and/or network environments
- Development, implementation, and continuous update of short and long-term strategies

### **July Network Outage**

On Thursday, July 1<sup>st</sup>, network activity went offline at approximately 9AM with no traffic passing through the network core. The IT team's troubleshooting determined it was not an external issue, and that since it affected the entire building it had to be the core switches. The remainder of the day and the next was spent devising and implementing a workaround for PD so they could continue to operate their Record Management System over the holiday weekend. The following week was spent continuing to troubleshoot the core switches, ultimately resetting the configuration to a last known stable condition. Once the configuration was stable for the physical inputs, the previous workaround for the PD was reversed and all 3<sup>rd</sup> floor network activity and phones resumed as normal. The final step was to reconfigure the virtual environment for traffic to resume as expected throughout the rest of the building/city.

Ultimately, the network core was rebuilt top to bottom. Current speculation is that a combination of a software glitch and a power brownout caused the core configuration to crash; however, this cannot be confirmed or determined at this time.

The total downtime for this outage was 8 business days. While our 2 technicians and third-party assistance did a good job under the pressure they were faced with, it is reasonable to conclude that with more IT staffing the issue could have been remediated much faster.

### **Proposal:**

It is proposed that two additional IT technicians be added to the IT Division. The additional human resources will close the gap on the length of time it takes to resolve tickets, increasing the efficiency levels throughout the City as a whole and allowing for the IT Division to better prepare for and respond to the service needs of the evolving threats and nature of the City's IT infrastructure and requirements.

One of the position additions will be assigned full-time to the Police Department, primarily to service the 24/7 needs of the department. The PD, more than most other departments, has experienced an increased reliance on technology not only for routine operations but for criminal investigations. While the City's IT Division will continue provide administrative and network support for the PD, the PD technician would be primarily responsible for Zeurcher administration, Verkada camera maintenance and deployment, covert operation technical support, and all other

IT needs of the department. While assigned to the PD, this technician remains part of the IT Division to maintain the congruent vision of the IT network and infrastructure strategy.

The addition of the two technicians to the current workforce will close the gaps in service levels that we are currently limited by, increasing productivity and satisfaction amongst both the IT staff and end-users throughout the City. Additionally, the staff will have the ability to proactively address items that are on the horizon and develop a planned response as opposed to the current state of reacting to random failures. Overall, this will allow the City to function in a much more stable and consistent manner from an IT perspective for years to come.

**Cost and Funding:**

The annual cost per technician, at an hourly rate of \$17.55/hour is summarized as follows:

Gross pay	\$ 36,504.00
FICA/Medicare	2,792.56
Retirement	3,650.40
Workers Comp	857.84
Total	<u>43,804.80</u>
 Grand Total – 2 Positions	 <u>\$ 87,609.60</u>

The positions a proposed to be filled by August 15, 2021 and is proposed to be funded using the following resources:

Reduction in IT contractual services	\$ 20,000.00
Transfer in from Stabilization Fund	<u>56,658.00</u>
Total Funding	<u>\$ 76,658.00</u>

After the initial year of funding for FY22, the cost of the staffing will be incorporated into the budget and funded by revenues just as all other positions within the City.

The cost of additions can be justified as it is expected that a sharp decrease in productivity losses as a result of technology issues will be experienced; therefore, ensuring that each employee of each department will have adequately operating technology that will minimize downtime.