

**FINANCE/PERSONNEL AD HOC COMMITTEE MEETING  
MONDAY, MAY 24, 2021  
5:00 PM, ALLOUEZ VILLAGE HALL**

1. CALL TO ORDER / ROLL CALL
2. MODIFY / ADOPT AGENDA
3. APPROVAL OF MINUTES FROM APRIL 12, 2021
4. ANNOUNCEMENTS
5. DISCUSSION/ACTION: AMERICAN RESCUE PLAN ACT
6. DISCUSSION/ACTION: HR CONSULTING PROPOSAL
7. DISCUSSION/ACTION: CREDIT CARD SERVICE
8. DISCUSSION/ACTION: AUDIT CONTRACT
9. NEXT MEETING DATE AND AGENDA ITEMS
10. ADJOURNMENT

NOTE: It is possible that members of and a possible quorum of members of other governmental bodies of the municipality may be in attendance at the above noticed meeting to gather information; no action will be taken by any governmental body at the above noticed meeting other than the governmental body specifically referred to above in this notice

**FINANCE/PERSONNEL AD HOC COMMITTEE MINUTES  
MONDAY, APRIL 12, 2021  
5:00 PM, ALLOUEZ VILLAGE HALL**

CALL TO ORDER / ROLL CALL

**Meeting called to order by Chairperson Harris at 5:03 pm**

**Present: Harris, Genrich, Sampson, Beauchamp and Lange**

**Also present: Gehin**

MODIFY / ADOPT AGENDA

**Sampson/Genrich moved to adopt the agenda as presented. Motion carried.**

APPROVAL OF MINUTES FROM FEBRUARY 22, 2021

**Genrich/Sampson moved to approve the February 22, 2021 minutes. Motion carried.**

ANNOUNCEMENTS

**None**

DISCUSSION/ACTION: AMERICAN RESCUE PLAN ACT (ARPA)

Lange explained the uses of funds as currently known: responding to the COVID pandemic; replacing lost revenues; investing in water, sewer or broadband infrastructure; providing premium pay to essential workers; and transferring funds to nonprofit organizations. Funds can be spent through December 31, 2024.

Harris noted that \$1,370,000 in funding will be available for Allouez. Harris compared this to the \$760,000 that the Village has received from the Excess Stadium Sales Tax District funds. The Village needs to determine the best use of the ARPA funds.

Lange noted that input was received from the public in determining how to use the Excess Stadium Sales Tax District funds. In addition, we should know more specifics on the use of the ARPA funds when federal guidance is released in mid-May.

Sampson suggested that a possible use of the funds could be a water connection with Green Bay Water Utility for future backup or collaboration.

**No action taken.**

#### DISCUSSION/ACTION: 2021 BONDING

Lange noted that staff has been working with Greg Johnson of Ehlers on a \$4.5M borrowing. In addition to the new debt, 2011 bonds will be refunded resulting in a savings of approximately \$370,000. While both 10 year and 20 year funding options were prepared by Ehlers, staff does not recommend 10 year notes due to the effect on the utilities' debt repayments when future borrowings are factored in. The 20 year option allows for more financial flexibility with the utilities. Rates remain historically low. The bonding schedule includes 04/20/21 resolutions adopted by the Village Board; 05/18/21 sale of bonds; and 06/13/21 bond funds available.

**XXXX/XXXX moved to recommend to the Village Board that 20 year bonds along with refunding of 2011 bonds be done. Motion carried.**

#### DISCUSSION/ACTION: COVID SICK LEAVE

Lange explained that the Village granted up to 40 hours of emergency paid sick leave to employees for qualifying COVID-19 related reasons effective January 1 through March 31, 2021. With vaccinations available, he is hoping for the best; but let staff know that COVID related sick leave usage would be considered on a case by case basis between April 1, 2021 and the Village Board meeting on April 20, 2021.

Harris noted that vaccinations are open to all Wisconsinites 16 and up with full immunity 2 weeks after the last vaccination. He felt that additional COVID related sick leave should be available through June 30, 2021.

Lange felt it was generous to extend the additional week while Sampson noted that COVID may never go away totally and this is a unique situation the Village will learn from.

**Harris/Sampson moved to recommend to the Village Board to extend the extra week of COVID related sick leave through June 30, 2021. Motion carried.**

#### NEXT MEETING DATE AND AGENDA ITEMS

May 24, 2021

#### ADJOURNMENT

**Genrich/Lange moved to adjourn at 5:41 pm. Motion carried.**

Minutes submitted by Julie Beauchamp, Finance Director



May 15, 2021

Brad Lange, Village Administrator  
Village of Allouez  
1900 Libal Street  
Allouez, WI 54301

*Sent via email: [brad@villageofallouez.com](mailto:brad@villageofallouez.com)*

**Re: Proposal for HR Services & Support**

Dear Brad;

Thank you for once again, selecting us as your HR partner for services and support. We greatly appreciate the opportunity to work with you and the Village for your future growth and success. This letter has been updated to reflect our recent discussions and a current date.

Working closely with you, we can customize solutions and add structure and consistency to your current business practices. This approach ensures that support and solutions are customized to your organization, your strategic and tactical plans and more importantly your employees in a manner that fits your unique culture. Employee training, Organizational development, Job Descriptions, Salary/Compensation surveys, Performance Management, Employee Relations, Drafting or Updating Employee Handbooks, HR Business Audits, Recruiting, Compliance and Ad Hoc HR support, especially, are areas of expertise for us.

In order for us to have a clear understanding of pricing, terms of our engagement, and liability:

**Hourly Billing Rates – May 2021 through December 31, 2021**

- Executive HR Consultant (Diane B.) billing rate is **\$220** per hour.
- Senior HR Consultant (Diane H., Nick, Amy, Anne) billing rate is **\$170** per hour.
- HR Consultant (Carsin, Samm) billing rate is **\$125** per hour.
- Administrative support is billed at **\$60** per hour.

- We periodically review our billing rates with clients and rates are adjusted as deemed appropriate. Hourly rates listed above are valid and not subject to change prior to December 31, 2021.

### **Scope of Work**

Based upon our last discussion and your email with the priority list of topics, we would approach this as follows:

#### **Conflict Resolution/Managing Challenging Employees – Two class sessions of 90 minutes in length plus prep time = \$1,300**

- The Role of a Leader
- Define the source of the conflict.
- Working through the conflict
- Identify solutions.
- Reach Agreement & Document

#### **Analysis of Current Structure- \$2,000**

- Compare current structure to other Org. and Municipalities.
- Meet with 4-6 Key Allouez Dept. Heads for feedback/insight.
- Prepare recommendations.

#### **Job Descriptions - Estimate of 2.5 hours per job description \$400 each**

- Review and update existing job desc. for each position from interview with incumbent or supervisor
- Standardize format including ADA.

#### **Salary Survey Study - \$1,850**

- Market Analysis of pay ranges.
- Collect Market Data & compared to current wage rates.
- Prepare recommended pay scales.
- Assumes approx. 24 positions

### **Billing and Payment Terms**

We invoice twice per month, 1<sup>st</sup> through the 15<sup>th</sup> and 16<sup>th</sup> through the last day of the calendar month.

*Standard payment terms are 7 days from receipt of emailed invoice. Hard copy invoices will be sent only upon request.*

Any services requested or scheduled blocks of time will be discussed, and upon request, an estimated fee will be provided and agreed to in advance of delivering

those services. There will be no surprises or unanticipated charges from Human Resources Consulting LLC.

Fees which are not paid within thirty (30) days of the applicable billing date shall accrue interest at the rate of 1% per month. If Human Resources Consulting LLC needs to initiate legal action to collect any delinquent invoice, The Village of Allouez agrees to reimburse for the reasonable attorney's fees and related costs and expenses Human Resources Consulting LLC incurs in such action, in accordance with applicable law.

### **Limited Liability and Indemnification**

Human Resources Consulting LLC warrants that it will provide the services described in good faith and to the best of its ability based upon the information and resources as provided by The Village of Allouez. Human Resources Consulting LLC disclaims all other warranties, either express or implied, including, without limitation, warranties of merchantability and fitness for a particular purpose. Except in the case of willful misconduct or fraud on the part of Human Resources Consulting LLC, its owner, or employees, The Village of Allouez agrees to indemnify, defend, and hold Human Resources Consulting LLC harmless from and against any claims or causes of action associated with the services and/or advice rendered in connection with this agreement, including, but not limited to, any claim or cause of action which arises from or relates to an operational or employment decision made by The Village of Allouez.

The maximum liability of Human Resources Consulting LLC under this agreement shall be the refund of the actual fees paid for the service or advice that is under dispute. Except as described in the preceding sentence, The Village of Allouez agrees that Human Resources Consulting shall not be liable for any direct, indirect, or consequential type damages or loss resulting or arising from any of the services provided as outlined in this Letter of Agreement.

**Human Resources Consulting LLC is not a law firm and does not provide legal advice. Where there is a serious issue or threat of legal action, legal advice/consultation will be recommended and should be obtained before proceeding with the matter under consideration.**

### **Confidential Information and Intellectual Property**

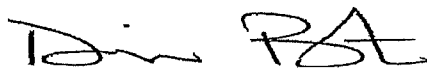
Human Resources Consulting LLC shall maintain in strict confidence and, except as necessary to perform duties related to projects requested, will not use, or disclose any Confidential Business Information without written consent from The Village of Allouez.

### **Letter of Agreement Alteration or Cancellation**

Other than periodic adjustments to our billing rates, which are explained above, both you and Human Resources Consulting LLC must agree upon any changes to this Letter of Agreement, which would then be modified to reflect such agreed-upon changes.

**Relationship between Human Resources Consulting LLC and The Village of Allouez**

Human Resources Consulting LLC is providing service to The Village of Allouez as an independent contractor. Neither party is, nor shall claim to be, a legal agent, representative, partner, or employee of the other, and neither party shall have the right or authority to contract in the name of the other nor shall it assume or create any obligations, debts, accounts, or liabilities for the other. Human Resources Consulting LLC is being retained only as a consultant. Human Resources Consulting LLC is not being hired or retained as an employee, officer, or director. In making decisions with respect to consulting with The Village of Allouez under this Agreement or taking any other action related to or in connection with this Agreement, Human Resources Consulting LLC shall have no liability to any third party and shall not be deemed to be in control of the operations of The Village of Allouez or to be acting as a “responsible person” or managing agent with respect to the operation or management of The Village of Allouez.



**Presented:** \_\_\_\_\_ **Date:** 05/15/2021  
Diane Biersteker, President/Owner  
Human Resources Consulting LLC

**Accepted:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
Brad Lange, Village Manager  
On behalf of The Village of Allouez

# Memo

Date: May 24, 2021

To: Finance/Personnel Ad-Hoc Committee

From: Julie Beauchamp

Re: Credit Card Service

The Village accepts online credit card payments for general payments, utility payments, municipal court, building permits and recreation programs. Various service providers and fees are part of this process as shown below:

<i>Current Credit Card Service</i>		
<b>Payment Type</b>	<b>Provider</b>	<b>Customer Service Fee</b>
General village payments	AllPaid (govpaynow)	\$00.01 - \$50.00 / \$1.75 \$50.01 - \$75.00 / \$2.00 \$75.01 - \$100.00 / \$3.75 \$100.01 - \$150.00 / \$5.75 \$150.01 - \$200.00 / \$7.25 For each add'l increment of \$50.00, or portion thereof, add \$2.00. (Fee maintained by provider)
Utility payments	Municipalonlinepayments	\$2.25 per transaction (\$1.25 paid to provider and \$1.00 to the village)
Municipal courts	AllPaid (govpaynow)	See above for general village payments
Building department payments	AllPaid (govpaynow)	See above for general village payments
Recreation programs	RecDesk	2% per transaction (Fee paid to village)

In addition to the above fees paid by the users, the Village incurs payment gateway and merchant service fees which are offset by any retained customer service fees.

- Net credit card fees for the Village:

<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
\$2,941	\$3,533	\$3,098	\$4,671	\$9,088



<i>Proposed Credit Card Service</i>		
<b>Payment Type</b>	<b>Provider</b>	<b>Customer Service Fee</b>
General village payments	InvoiceCloud	2.75% per transaction \$1.95 minimum
Utility payments	InvoiceCloud	2.75% per transaction \$1.95 minimum
Municipal courts	InvoiceCloud	2.75% per transaction \$1.95 minimum
Building department payments	InvoiceCloud	2.75% per transaction \$1.95 minimum
Recreation programs	InvoiceCloud	2.75% per transaction \$1.95 minimum
E-Check	InvoiceCloud	\$1.95 per transaction

Village fees proposed as follows:

- Account access
  - Covers maintenance, support, and upgrades - \$100 per month (\$1,200 per year)
- Cloud store access
  - Allows for non-invoiced type payments (general, court, building and park & recreation) with defined required fields to make sure the Village obtains the necessary information for the payments - \$50 per month (\$600 per year)
- Paperless billing
  - No charge for customers currently using this feature
  - Future customer fee of \$0.20 per transaction which can be paid by the customer or the Village.
    - Village avoided cost of approximately \$0.37 per paper billing
- Autopay ACH
  - \$0.08 per transaction bank ACH charge for customers currently using this feature
  - Proposed discounted fee of \$0.25 per transaction to be paid by the Village.
    - Village cost increase of \$0.17 per transaction for current customers (1,105)
- Miscellaneous fees
  - \$15 per transaction credit card chargeback and ACH reject fees. (Village practice is to pass bank charges such as these on to the customer incurring the fee.)
- Optional Encrypted card readers
  - Allows for counter credit card payments - \$30 per month per unit (\$360 per year – three units currently - \$1,080)
- Optional online bank direct
  - \$0.25 per transaction to be paid by the Village if selected
  - No Village fee for the current service, but this option would allow for these payments to automatically update the utility billing system. These payments are currently entered manually with the most recent monthly count of 963 transactions.

**Considerations and Recommendation**

Staff wanted to streamline the credit card service, allow for more consistent customer fees, and increase customer self-service while addressing the issue of increasing credit card fees for the Village. The proposed credit card service allows for a reduction in Village costs while customer fees remain reasonable. The majority credit card customers are utility customers. The proposed system is designed to increase the ease of customer use and allow for more customer self-service for making payments and maintaining their payment options.

Staff recommends contracting with InvoiceCloud for credit card services. Prices are guaranteed for the initial three-year term of the contract.