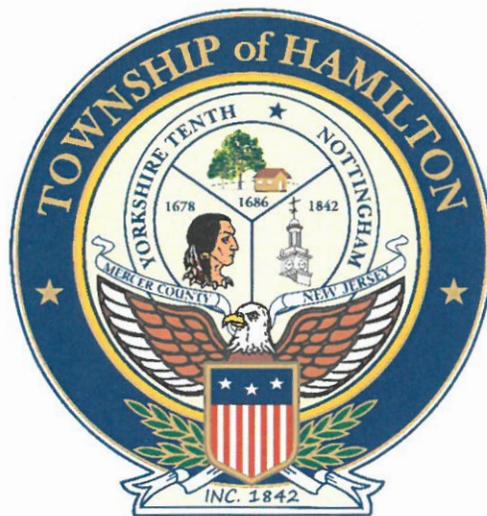


Business Administration 2025 Annual Report



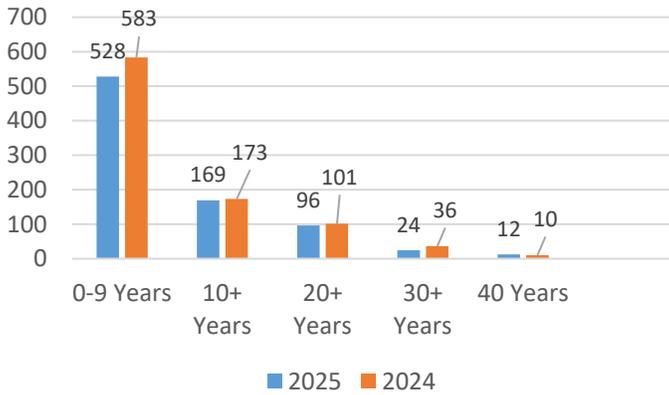
Business Administration

In 2025, the Department of Business Administration, comprised of the Divisions of Personnel, Budget, Purchasing, & Technology (HAMTECH), continued to play a central role in overseeing the day-to-day operations of the Township Municipal Government while also assisting in advancing long-term strategic goals. Collectively, working to ensure efficient internal operations, fiscal responsibility, regulatory compliance, & reliable technology infrastructure for the government. Through close coordination with the Mayor, Business Administration helped to effectively carry out the Mayor's vision for Hamilton Township in partnership with the Departments & Divisions that make up our town, turning priorities into actionable policies, operational support, & effective service delivery, bringing the Township's overall strategic objectives to life.

Business Administration at a Glance

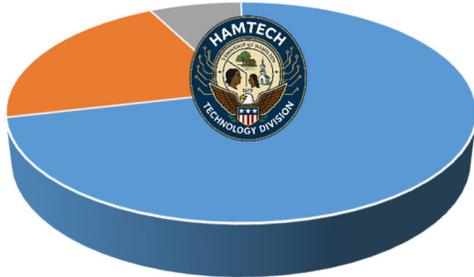
Division of Personnel

Hamilton Township Employees



In 2025, the Township continued to maintain a **strong & stable workforce**. Many of the employees have fewer than ten years of service, which is reflective of our ongoing recruitment & workforce renewal initiatives. Simultaneously, Hamilton continues to have a significant number of long-tenured employees across all service categories, underscoring institutional knowledge, experience, & continuity within Township operations. This balance between newer employees & workforce longevity supports effective service delivery while preparing the organization for future transitions and ensuring the township has new fresh ideas to keep us propelling forward for our taxpayers.

Division of Technology: HAMTECH Help Desk Tickets



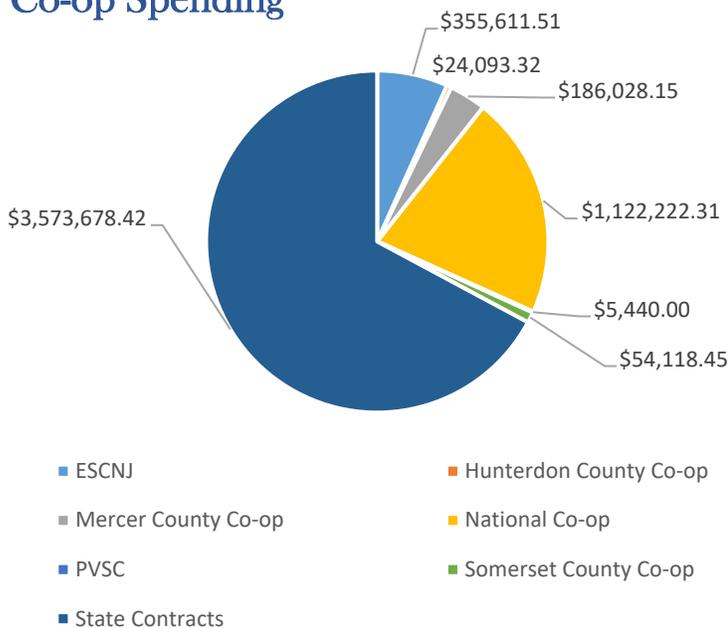
■ Township Staff ■ Police ■ Fire

Aside from HAMTECH's major projects, they continue to provide essential daily technology support to Township employees & public safety personnel.

In 2025, HAMTECH staff successfully handled approximately **3,400 help desk tickets**, addressing issues ranging from hardware and software support to network access, email, & public safety systems. Maintaining a strong focus on cybersecurity, HAMTECH proactively monitored systems, responded to security alerts, managed user access controls, & continued implementing safeguards to protect municipal & public safety data.

This level of activity reflects both the scale of Township operations & the increasing reliance on secure, stable, & modern technology systems to support municipal services.

Divisions of Budget & Purchasing Co-op Spending



In 2025, the Divisions of Budget & Purchasing supported Township operations by processing **3,552 requisitions into purchase orders**, reflecting the sheer volume of municipal procurement activity.

During the year, staff administered **129 bids across the town:**

- Professional Services: 78
- Water Pollution Control: 20
- Public Works: 10
- Administration: 7
- Recreation: 6
- Planning: 2
- Engineering: 1
- Fire: 1
- Roads: 1
- Tax Collector: 1
- Historical Homes: 2 (1 Prequalification & 1 Bid)

Additionally, the Divisions utilized **cooperative purchasing agreements (co-op) & State contract awards**, allowing the Township to capitalize on pre-negotiated, competitively bid pricing. This approach streamlined procurement timelines, reinforced regulatory compliance & generated cost efficiencies through high-volume purchasing opportunities.

Division of Budget

In 2025, the Division of Budget focused on fiscal management, maintaining strict oversight of the adopted municipal budget, while supporting the Township's short & long term financial obligations. The Division closely monitored departmental expenditures to prevent overages & minimize the need for emergency appropriations, while ensuring continued funding for both essential & major capital initiatives, including the new municipal building. Throughout the year, Budget took their responsibility seriously to keep the municipal budget lean & sustainable, while balancing operational needs with long-range planning. The Division remained committed to safeguarding taxpayer dollars through careful analysis, fiscal discipline, & transparent financial oversight, reinforcing sound financial governance as the Township continues to grow & develop.

2025 MAJOR PROJECTS:

- **Digitization:** Budget documents are all shared & saved electronically to create a digital footprint of all changes being made within the budget. This creates easier access to records & prevents loss of paper documents, while assuring we remain in compliance with Records Retention purposes. This process provides a digital backup system that can be easily referenced when necessary.

GOALS & PRIORITIES 2026 & Beyond:

- **Increase Productivity:** Train new & offer continual training opportunities for existing Edmunds requisition users to guarantee best practices and proper budget laws are being followed.
- **Digitization:** Continue advancing a centralized digital environment where all records & supporting documentation are securely stored and easily accessible, ensuring compliance with both Records Retention requirements and Open Public Records Act inquiries, while also increasing efficiency and workflow.
- **Budget Details:** Continue to closely review & monitor each department's budget to ensure expenditures are appropriate, controlled & remain within approved budgetary constraints.

Division of Purchasing

In 2025, the Division of Purchasing maintained a demanding workload, overseeing the processing of all requisitions, purchase orders, bids, & requests for proposals across the Township. The Division also administered cooperative purchasing agreements & state contracts, managed copy machine leases for multiple departments, & conducted a municipal auction. Throughout the year, Purchasing provided comprehensive procurement oversight, assisted departments with payment-related challenges, & trained employees on proper purchasing procedures & the effective use of the Edmunds system. Toward the end of 2025, the Division focused including training a new employee to fill a vacancy created by the retirement of a longtime staff member, ensuring continuity of operations & a smooth transition into 2026.

2025 MAJOR PROJECTS:

- **Implementation of Tracking IDs:** Doing so allows for better monitoring of expenditures utilizing State, Local Co-Op & National Co-Op contracts
- **Prequalification for Request for Proposals (RFP):** Approval was received to process an RFP for the Isaac Pearson House Renovation as well as for Sayen Pond

GOALS & PRIORITIES 2026 & Beyond:

- **Submit Solid Waste Bid:** The bid must go to the state for their approval prior to moving forward with advertisement
- **Award Contracts for Isaac Pearson House & Sayen Pond:** Once awarded, these projects will be able to move forward with necessary renovations for the enhancement of the community
- **Establish Additional Tracking IDs:** Develop and implement additional Tracking IDs for Professional Services and Proprietary/Sole Source purchases to strengthen expenditure tracking and fiscal oversight.
- **Revise Amazon Policy:** Work collaboratively with Administration to implement a revised Amazon Purchasing Policy that enhances departmental compliance & overall adherence to established procedures.
- **Develop Front-End Templates in IonWave:** Establish standardized front-end templates in IonWave to support consistency, compliance, & efficiency across all major construction projects in Water Pollution Control & the Department of Public Works.
- **5 Year Contracts:** Process bids for Snow Plowing, Police Clothing & Uniform Equipment, as well as an RFP for the John O. Wilson Center, to establish five-year contract awards.
- **Continuing Education:** Maintain ongoing professional development by identifying & supporting staff participation in purchasing-related courses, ensuring current knowledge, operational continuity & timely division performance.

Division of Technology: HAMTECH



In 2025 the Division of Technology's (HAMTECH) overall focus was to modernize critical systems, centralize support, improve public safety technology, & deliver responsive day-to-day service to staff. New in 2025, the Chief Technology Officer (CTO), worked to improve overall governance, coordination & strategic planning with a renewed focus on strengthening the management, security & reliability of our technology services. The team learned & supported complex Fire & Police Division networks, adapted quickly to new responsibilities, & made tremendous progress on numerous high-impact projects while demonstrating exceptional commitment, flexibility & professionalism.

2025 MAJOR PROJECTS:

- **Municipal VOIP Phone System Conversion:** Converted the outdated analog phone system to a modern Voice over IP (VOIP) platform & provided staff training.
- **HAMSTAT Call Management Implementation:** Installed call manager software, enabling accurate tracking & reporting of incoming calls & improved operational visibility.
- **Centralization of Technology Support:** Centralized support under HAMTECH, providing comprehensive support to Fire & Police Divisions.
- **Fire Department Domain & Email Migration:** Collapsed the Fire Department's standalone domain & migrated users to the Township domain as well as into the Township's Office 365 email environment.
- **Cybersecurity Penetration Testing:** Evaluated, reviewed & remediated our security posture through internal & external cybersecurity penetration testing.
- **Security Camera Installations & Card Access Systems:** Installed new security cameras & implemented electronic card access systems at various Township locations enhancing safety, facility security, access control & monitoring capabilities.
- **Cellular Service Consolidation & Cost Savings:** Migrated all Township cell phones to a new provider, resulting in an annual savings of approximately \$15,000.
- **New Municipal Building Preparation:** Scheduled fiber connectivity & card access installations for the new municipal building in preparation for occupancy.
- **Network Monitoring & Patch Management:** Deployed network monitoring tools to ensure systems are properly patched, updated, & operating securely.
- **PC Replacement Program:** Continued the replacement of Windows 10 PCs with newer systems to maintain compatibility, security, & performance.
- **Disaster Recovery Upgrades:** Upgraded disaster recovery hardware to strengthen business continuity & system resilience.
- **Police Department VOIP Phone Project:** Advanced the Police Department VOIP phone system project, with completion scheduled for February 2026.
- **Police Department Technology Project:** Oversaw an in-car camera initiative, which included replacing all body-worn cameras, in-car cameras, & Cradlepoint modems, significantly upgrading police technology infrastructure.

GOALS & PRIORITIES 2026 & Beyond:

- **New Municipal Complex Transition:** A smooth & fully operational transition to the new municipal complex; design, install, & configure the network infrastructure to support all departments.
- **Infrastructure Modernization:** Replace & upgrade equipment that has reached end-of-life to ensure reliability, security, & long-term sustainability, which includes the continuation of the PC replacement program, keeping outdated hardware on schedule for replacement.
- **Cybersecurity Enhancements:** In continuation of 2025 & building upon those efforts, HAMTECH will continue to remediate findings, enhance controls, & implement additional safeguards to ensure the Township's network remains secure & robust against evolving threats.
- **Centralized Software Licensing & Maintenance:** Centralizing software licensing & maintenance agreements under a single HAMTECH-managed software budget for cost control, compliance, & consistency.
- **Help Desk System Modernization:** Transition to a new help desk ticketing system, improving overall customer service, streamlining workflows, enhancing reporting, while providing HAMTECH with more robust tools to better support Township end users.
- **VOIP Redundancy & Failover:** With the new VOIP phone systems in place for both the Township & Police, HAMTECH will implement a fully redundant & failover-capable VOIP architecture to ensure continuity of operations, enhanced resiliency, & reliable communications during outages or emergencies.
- **Access Control Expansion:** Continuing to expand & upgrade card access systems across Township facilities to enhance physical security & access management.
- **Security Camera Enhancements:** Improving & expanding security camera coverage at various Township locations to strengthen safety, monitoring, & incident response capabilities.

Division of Personnel

In 2025, the Division of Personnel focused on improving operational efficiency, strengthening compliance, & enhancing employee support services townshipwide. The Division utilized a local high school internship program to assist in streamlining recordkeeping. Personnel promoted employee wellness through its second townshipwide health fair which included participation from employee benefit vendors, providing staff with valuable information & resources. Throughout the year, Personnel reviewed & maintained employee insurance programs for health, dental, vision & prescription; processed new hires, job actions, & disciplinary matters; handled COBRA contributions for retirees; & managed all Civil Service matters in accordance with Civil Service Commission requirements. The Division also supported the Mayor & Administration with drafting & communicating policy updates, implemented employee risk management training initiatives, & assisted in union contract negotiations, demonstrating a continued commitment to effective governance, compliance & responsive employee service.

2025 MAJOR PROJECTS:

- **Digitization:** Began the process of digitizing files to reduce paper waste & overall efficiency
- **Modernization & Standardization:** Modernized & standardized multiple employee reporting documents

GOALS & PRIORITIES 2026 & Beyond:

- **Implement Web Based Job Application Process:** For better organization, efficiency & workflow.
- **Digitize:** Continue digitizing documents stored within the Division to reduce paper waste while also adding an additional level confidentially & security.
- **Streamline:** Optimizing procedures in conjunction with all departments to enhance workflow & improve efficiency including Training & Union Requests, Employee Actions & employee related accidents, safety & discipline.
- **Increase Productivity:** Cross train staff in all activities & job duties for continuity of services.
- **Update Employee Manual & Re-establish an Employee Intranet:** To improve communication & reinforce expectations for staff throughout the Township.