

**Technology Advisory Committee  
of the City of Onalaska**

Thursday, March 28, 2019

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1 The meeting of the Technology Advisory Committee of the City of Onalaska was called to order  
2 at 6:30 p.m. on Thursday, March 28, 2019. It was noted that the meeting had been announced  
3 and a notice posted at City Hall.

4

5 Roll call was taken with the following members present: Ald. Diane Wulf, Pam Goldbeck, Scott  
6 Wied, Tim Bena, Joe Davis, Rick Vogel

7

8 Also Present: IT Systems Administrator Chris Babcock

9

10 **Item 2 – Approval of minutes from the previous meeting**

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12 Motion by Rick, second by Pam, to approve the minutes from the previous meeting as printed  
13 and on file in the City Clerk’s Office.

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15 On voice vote, motion carried.

16

17 **Item 3 – Public Input (limited to 3 minutes/individual)**

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19 Ald. Wulf called three times for anyone wishing to provide public input and closed that portion  
20 of the meeting.

21

22 **Consideration and possible action on the following items:**

23

24 **Item 4 – Discussion of possible expansion of police department camera system**

25

26 Ald. Wulf told committee members Police Chief Troy Miller was unable to attend this evening’s  
27 meeting, and therefore this item will appear on the April 25 Technology Committee meeting  
28 agenda.

29

30 **Item 5 – Review and possible action on Mobile Phone Usage Policy**

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32 Chris told committee members he and Human Resource Director Hope Burchell have reviewed  
33 the policy and said he is waiting to examine it in more detail with Hope. Chris said the changes  
34 are minor, and that he recommends updating and deleting outdated terminology.

35

36 **Item 6 – Review and possible action on Electronic Communication Policy**

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38 Chris said the status of Item 6 is the same as that of Item 5.

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40 **Item 7 – Review and possible action on Email System Policy**

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**Technology Advisory Committee  
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Thursday, March 28, 2019

2

42 Chris said one of the policies states the city does not want to utilize an instant messaging client,  
43 and he told committee members he recommends removing that wording.

44  
45 Ald. Wulf asked Chris if he believes the redlined versions of the policies may be discussed at the  
46 April 25 meeting.

47  
48 Chris told Ald. Wulf he does not believe that will be a problem.

49  
50 Ald. Wulf told Chris she believes Deputy City Clerk JoAnn Marcon will need to have copies of  
51 the redlined versions by April 12 so that committee members will be able to review the hard  
52 copies and discuss them April 25.

53  
54 Chris said he does not anticipate any difficulties in doing so, noting the hard copies have been  
55 reviewed and telling Ald. Wulf he wishes to review them with Hope.

56

57 **Item 8 – Discuss FMX ticketing system**

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59 Chris told committee members an internal helpdesk system has been implemented and said while  
60 IT staff initially was wary because the ticketing volume was unknown, “it hasn’t been  
61 particularly heavy. It’s been manageable by myself and [Public Works Technology Coordinator]  
62 Nils Housker.” Chris described the FMX ticketing system as an extension of a system that  
63 already was in place for building and grounds maintenance requests.

64

65 Ald. Wulf asked Chris if it is similar to the system on which citizens may report malfunctioning  
66 streetlights or potholes via cityofonalaska.com.

67

68 Chris said he believes it is the same application.

69

70 Ald. Wulf asked when the FMX ticketing system was introduced.

71

72 Chris said it was introduced approximately 1½ months ago, noting it had become the primary  
73 method of contacting IT in late February and telling committee members city staff has accepted  
74 it and the process has been efficient. Chris noted the system is both internally stored and hosted,  
75 and he said it has given him more insight than when the city had utilized Adoni Networks for  
76 helpdesk in the past.

77

78 Scott asked if there is a mix of both FMX and Adoni Networks.

79

80 Chris said Adoni Networks still has a significant amount of the city’s back end, including its  
81 DNS records internally.

82

**Technology Advisory Committee  
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Thursday, March 28, 2019

3

83 Scott inquired about after-hours support by Adoni Networks.

84

85 Chris said after-hours support calls come to him, telling committee members he receives one or  
86 two calls a week. Chris added he can address after-hours issues remotely as long as they do not  
87 involve hardware.

88

89 **Item 9 – Update on Wi-Fi at the Great River Landing**

90

91 Chris told committee members he had attended the February 27 Room Tax Commission meeting  
92 and said its members wish to expand Wi-Fi at the Great River Landing. Chris said it is his  
93 understanding the four light poles at the Great River Landing contain internal access points that  
94 previously were unable to be integrated into the city's internal network. Chris said he had provided  
95 Room Tax Commission members with an estimated cost per access point to expand Wi-Fi;  
96 however, he has not yet heard if the city wishes to proceed, nor does he know the timeline. Chris  
97 told committee members, "It's very doable."

98

99 Rick asked Chris if it is possible to expand Wi-Fi without any additional costs.

100

101 Chris told Rick he needs to physically remove an access point to determine what prevented it  
102 from being integrated.

103

104 Ald. Wulf said it is her understanding the light poles were the issue as they were manufactured  
105 outside the United States and were incompatible.

106

107 Chris told Ald. Wulf she is correct as he believes they were manufactured in Europe. However,  
108 Chris also noted the networking equipment will utilize a global standard. Chris said the only  
109 issue might be a power connection, which he said should be adaptable.

110

111 Rick referred to the Wi-Fi project at the Omni Center and said it is logical to direct funding  
112 toward that project as the facility generates revenue. However, Rick also said if the city already  
113 has the equipment for the Great River Landing, it is paid for, and there are no additional costs, it  
114 should be activated.

115

116 Chris said it is a matter of finding out why the Wi-Fi is not operational, adding he will have to  
117 speak to someone from the Public Works Department about removing an access point.

118

119 Pam asked Chris if his support of that system, once it is operational, would be less of a priority  
120 than that of City Hall and the Omni Center.

121

122 Chris said the Wi-Fi at City Hall would be prioritized if it were not operational.

123

**Technology Advisory Committee  
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Thursday, March 28, 2019

4

124 Pam asked Chris if Room Tax Commission members understand that Wi-Fi at the Great River  
125 Landing would be less of a priority.

126

127 Chris said that while he did not specify that at the February 27 Room Tax Commission meeting,  
128 “it never hurts to be more transparent.”

129

130 Tim asked Chris if he has manuals for the equipment in the light poles.

131

132 Chris said he had received model numbers from City Engineer Jarrod Holter and Assistant City  
133 Engineer Kevin Schubert, who ordered the light poles. Chris noted there is an appliance inside  
134 the trailhead facility at the Great River Landing that integrates into the city network and  
135 broadcasts wireless. Chris also noted this appliance has the same distance and strength as that of  
136 a router inside a house.

137

138 Rick said he believes the Technology Committee should be allowed to do a review before the  
139 equipment is activated.

140

141 Ald. Wulf said she will keep this item on the agenda for the April 25 meeting.

142

143 **Item 10 – Update from IT Department**

144

145 Chris told committee members he is attempting to standardize internal matters so that processes  
146 are more efficient, noting there have not been clearly defined channels of communication in the  
147 past for IT projects and requests. Chris told committee members the desktop computers that  
148 were included in the budget have been deployed and are in use.

149

150 Pam asked Chris if he is creating a standard operating procedure so that city staff understands it  
151 must be utilized for requests for IT projects.

152

153 Chris said he is beginning with things that need to happen in every instance, such as new hires  
154 having an active account before they begin their employment with the city.

155

156 **Adjournment**

157

158 Motion by Tim, second by Joe, to adjourn at 6:46 p.m.

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160 On voice vote, motion carried.

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162

163 Recorded by:

164

165 Kirk Bey