

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

Thursday, April 26, 2018

1

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, April 26, 2018. It was noted that the meeting had been announced and  
3 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, Rick Vogel

7

8 Also Present: IT Support Specialist Mike DeLine

9

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

11

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.

14

15 On voice vote, motion carried.

16

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

18

19 Ald. Wulf called for anyone wishing to provide public input.

20

21 **Mike DeLine, City of Onalaska IT Support Specialist**  
22 **W6524 Schilling Road**  
23 **Onalaska**

24

25 “My last day with the city will be May 1. I gave them my notice four weeks ago, just after our  
26 last meeting. I’m going to be moving out to North Carolina. I have a new place out there. I’m  
27 going to be spending the summer strategically unemployed. My daughter turns 18 next year and  
28 is going to graduate from high school, so this is kind of my last summer with her and I’m excited  
29 for that. In the meantime, the plan is we haven’t gotten stuff together to get the job posting out  
30 yet. I believe there is still some discussion over exactly what they’re going to do, whether  
31 they’re going to hire one person or one-and-a-half or two to take over. I think the idea is they’d  
32 like to try to get somebody who is more of a department head who can do more of the project  
33 management, planning and working with the department heads and the Common Council, and  
34 then have someone who is more of a technician to do the daily fixes. In the meantime, we do  
35 have Adoni Networks that we’ve been working with that will be probably stepping in and  
36 helping out. There are a lot of balls up in the air, but I’ve been doing the best I can to at least  
37 pass all the information on, so I think we’re going to be in pretty good shape.”

38

39 Committee members expressed their gratitude toward Mike for his work.

40

41 Tim asked Mike if there are plans for the city to retain his services as a contractor.

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42  
43 Mike said it is his understanding Adoni Networks will hire him part-time to perform remote  
44 support.

45  
46 **Consideration and possible action on the following items:**

47  
48 **Item 4 – Election of:**

49 a. Chair

50  
51  
52 Ald. Wulf told committee members the Chair prepares meeting agendas that must be submitted  
53 to staff the Wednesday before the following Thursday meeting. Ald. Wulf said she also ensures  
54 that there is a quorum.

55  
56 Motion by Pam, second by Rick, to nominate and elect Ald. Diane Wulf as Chair of the  
57 Technology Advisory Committee.

58  
59 On voice vote, motion carried.

60  
61 b. Vice Chair

62  
63 Ald. Wulf said the Vice Chair sits in place of the Chair when she does not attend.

64  
65 Motion by Rick, second by Tim, to nominate and elect Pam Goldbeck as Vice Chair of the  
66 Technology Advisory Committee.

67  
68 On voice vote, motion carried.

69  
70 **Item 5 – Read Technology Advisory Committee Mission Statement**

71  
72 Ald. Wulf read the Technology Advisory Committee Mission Statement: *“The mission of the*  
73 *Technology Advisory Committee is to provide guidance and recommendations to our City*  
74 *Administrator and Onalaska Common Council regarding ways the City can provide effective*  
75 *technology usage for employees and citizens. Goal One: Identify technology issues and the*  
76 *means to resolve them efficiently and effectively. Goal Two: Promote the efficient use of tax*  
77 *dollars on technology solutions. Goal Three: Serve as a liaison among government, education,*  
78 *and businesses to efficiently and effectively utilize technology.”*

79  
80 Ald. Wulf asked committee members if they believe any portion of the mission statement should  
81 be amended and brought back before the committee at a future meeting.

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83 Committee members said they believe the mission statement is satisfactory as is.

84

85 **Item 6 – Report on Status of 2018 IT Projects**

86

87 Mike reported the following:

88

- 89 • Everything is going “pretty well” in terms of budget items. Mike said the only issue he  
90 has encountered thus far in terms of the budget is the Wi-Fi project, which will be  
91 discussed under Item 7. New personal computers are being purchased for 2018, and the  
92 new backup servers will arrive either the first or second week of May.
- 93 • The email server project has been completed.
- 94 • There is new Tyler Technologies software coming both for the Finance Department and  
95 the Municipal Court. Both had unexpected, additional processing needs.
- 96 • Projects have reached the point where a plan has been established. The city has obtained  
97 quotes from vendors, and they should be ready to proceed regardless of whether or not  
98 Mike is present. The most significant challenge will be labor costs, which were not  
99 budgeted for as Mike planned to complete a majority of the projects himself. Mike said  
100 Adoni Networks has been able to absorb a majority of the projects, adding it also might  
101 be possible to utilize buildings personnel for some of the labor.
- 102 • Mike reiterated that Wi-Fi will be the most challenging issue in terms of not having  
103 sufficient funds budgeted to purchase the correct hardware. Mike said, “That’s probably  
104 going to be something we may have to split and do the first part this year and then finish  
105 with more next year.”

106

107 Ald. Wulf, who was sworn in as Second District Alderperson on April 17, inquired about the  
108 Technology-related items that had gone before the Finance and Personnel Committee on April 4,  
109 and the Common Council on April 10.

110

111 Mike said he believes both the Finance and Personnel Committee and the Common Council  
112 reviewed the city’s contract with Adoni Networks, adding he believes there also might have been  
113 items associated with the additional hardware for the Tyler project.

114

115 Ald. Wulf inquired about the number of personal computers that will be purchased.

116

117 Mike said 22 will be purchased, noting that \$20,000 was budgeted for personal computers, all of  
118 which will be purchased and not leased.

119

120 Ald. Wulf noted the committee had discussed the pros and cons of leasing personal computers  
121 within the last couple of years.

122

123 Mike said a yearly lease payment on every computer is “very predictable.”

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124  
125 Tim asked Mike if he has an update regarding the Common Council Chambers Audio/Video  
126 system.

127  
128 Mike said he believes the Finance and Personnel Committee will consider at its May 2 meeting  
129 obtaining a support contract for the Common Council Chambers. Mike said he had supplied  
130 information to Human Resource Specialist Hope Burchell regarding the top two vendors the city  
131 had looked at when it originally did the project, as well as one local vendor. Mike said, "I don't  
132 recall how it's phrased, but it looks like it's more looking at the possibility of doing a  
133 maintenance agreement for that room rather than looking specifically at paying for repairs. I've  
134 been pulling together information, and I will pass that off before next Tuesday and make sure we  
135 have that information together as far as the issues we've been having in the room and our wish  
136 list for the things we want to improve."

137  
138 Ald. Wulf said she has become frustrated when technical difficulties occur when meetings are  
139 streamed live.

140  
141 Mike said that even if it is not possible to completely resolve the technical difficulties that occur  
142 with a YouTube stream it should be possible to see on the touch panel there has been an issue so  
143 that staff can stop and restart it.

144  
145 **Item 7 – Review and Consideration of Changes to Planned Wi-Fi Project**

146  
147 Mike referred to a handout titled "Omni Center Predictive Wi-Fi Assessment" and told  
148 committee members he believes the Omni Center accounts for approximately half of the new  
149 access points that are planned to be installed. Mike said the original plan was to install three  
150 access points in each of the arenas. Mike said the major change Scott had made after examining  
151 the plan was to change the number of access points from three to four.

152  
153 Ald. Wulf asked Mike, "Is this because we want to be able to offer different levels for  
154 purchase?"

155  
156 Mike told Ald. Wulf that is part of the reason and said, "A big part of the reason is more and  
157 more as we're doing trade shows and things of that nature, we end up having potentially 50  
158 vendors all trying to do credit card processing on their smartphones or tablets, and also  
159 potentially having 200 or more people in there as eventgoers who may be on their cellphones and  
160 devices also trying to get Wi-Fi. [Also], being able at hockey games to have the audience be  
161 able to access Wi-Fi. Another aspect is simply just coverage throughout the building. The  
162 hockey coaches use it a lot. The staff there uses it a lot for various things. Due to the nature of  
163 the building we currently have a lot of dead zones in there. The areas we do have coverage in  
164 don't really hold up to any kind of capacity. They get saturated quickly and we start having

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165 issues. The basic changes between the two versions, I think it's basically one access point in one  
166 arena, and then it looks like a couple more in the hallway."

167

168 Scott said a Meraki 53E, which has an external antenna, would be installed in the arena locations  
169 and utilized due to the ceiling height in the arenas. Meraki 52s and Meraki 42s would be utilized  
170 elsewhere. Scott noted the Meraki 53E units are 6-by-6 and will have the capability to handle  
171 more clients.

172

173 Mike told committee members the higher capacity access points are approximately twice as  
174 expensive as the ones for which he had planned, in addition to the fact he is looking at utilizing  
175 more. Mike said, "My initial thought with this was to make this work by prioritizing one of the  
176 arenas and the banquet rooms for the initial phase of the projects. That way, we have those areas  
177 where we know we're going to have high volume potential and we're going to have potential  
178 clients wanting to come in and rent the facility who are going to be concerned about the signal  
179 strength in there."

180

181 For clarification, Ald. Wulf asked Mike if Arena No. 1 and the banquet rooms would be  
182 prioritized.

183

184 Mike said Arena No. 1 likely would be prioritized because hockey games are played in there and  
185 it has a larger seating capacity. Mike said his initial thought is to focus on Arena No. 1 and the  
186 banquet rooms, and then attempt to fill in the rest of the Omni Center in 2019 in the second  
187 phase of the project.

188

189 Rick asked Mike if he has cost estimates.

190

191 Mike said yes and told Tim, "They're both over."

192

193 Ald. Wulf asked Mike if the craft show is held in Arena No. 1.

194

195 Mike said yes.

196

197 Rick asked Mike if there is a plan to charge for Wi-Fi.

198

199 Mike said the plan is to offer free basic Wi-Fi. Streaming would be disabled, many higher  
200 bandwidth services would be blocked, and the bandwidth per client device would be limited to a  
201 small amount. Mike said slower speeds would be available via the free access, and tiered  
202 premium access would be offered for a fee. Individuals could purchase a one-day pass, a  
203 weekend pass, or a season pass.

204

205 Rick said, "With that in mind, we don't have much of a choice but to go with a higher quality."

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206  
207 Mike said, “If we’re going to offer that we absolutely have to make sure that we have the  
208 infrastructure in place because we can’t afford to provide support for this. My thought would be  
209 that it probably would not make sense to offer paid access unless we can be confident that we  
210 can ...”

211  
212 Rick asked Scott what complications would arise if the project is done in phases, also asking if  
213 Arena No. 2 would be a dead zone.

214  
215 Scott said that while he is not certain if Arena No. 2 could be described as a dead zone, there will  
216 be longer wait times.

217  
218 Mike noted there currently are approximately five access points in the Omni Center and said the  
219 older ones would be moved to the areas where the new ones would not be installed. This would  
220 provide the best basic coverage in the rest of the facility, and Arena No. 1 and the banquet rooms  
221 would be the only areas of the building that could serve as high-capacity.

222  
223 Pam noted the capacity requirements for Arena No. 1 would be 200 smartphones and 50 laptops,  
224 and she asked Mike if he knows what types of devices craft show vendors are bringing with them  
225 to handle credit card transactions.

226  
227 Mike said he believes a majority of the vendors utilize either smartphones or tablets.

228  
229 Ald. Wulf said Parks and Recreation Director Dan Wick would be able to tell Mike how many  
230 vendors participate in the craft show.

231  
232 Mike said he believes 250 is a good estimate and told committee members he can obtain precise  
233 data regarding the largest events held at the Omni Center.

234  
235 Rick said he approves of doing the project in phases.

236  
237 Mike said, “I think it’s better to do the areas that we can do right right rather than just putting in  
238 what we can afford to do and trying to spread it around and then having to replace everything to  
239 make it good. ... I don’t think the amount that we had originally budgeted is going to be  
240 sufficient to do everything we want to do. I had intended to add about four or five access points  
241 in this building [City Hall], and three access points in the [City] Shop to add to what we  
242 currently have [and] fill in some dead spots. We have issues in both buildings with people using  
243 tablets and phones for work. We don’t have any cell service in the basement, so it’s a priority to  
244 have Wi-Fi down there because it’s the only way to get a connection down there. We’ve gotten  
245 to the point where our maintenance person has a Toughbook they bring around to connect to the  
246 HVAC system to do adjustments when they’re working in the boiler room. But if we don’t have

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247 good Wi-Fi, it's very limited in what they're able to do with that. At the [City] Shop, they're  
248 working off of tablets almost exclusively now."

249

250 Tim asked Mike about the original and new estimates.

251

252 Mike said the original budget was approximately \$20,000, and this covered Wi-Fi for City Hall,  
253 the City Shop, the Omni Center, and the Great River Landing, including some outdoor access  
254 points at the Great River Landing. Mike said, "When we looked at this a few weeks ago, it was  
255 looking like we were going to be between \$20,000 and \$25,000 to just fund it as we had specked  
256 it last year without any of these changes to the Omni Center. One of my thoughts was, at the  
257 Great River Landing we had planned to get several outdoor access points. I think potentially we  
258 could scale that back and focus on the area around the building and on the observation deck as  
259 the top priority for getting Wi-Fi out there. We do have the light poles working now. They are  
260 not very good access points, but we can separate them off onto their own VLAN [Virtual LAN],  
261 light them up and at least have some access out there. The placement is not very good, and the  
262 access points themselves are not very robust."

263

264 Rick asked Mike, "How would you prioritize those four?"

265

266 Mike said, "I would say City Hall and the [City] Shop are the most important to me because they  
267 directly affect employee efficiency." Mike cited the example of the city maintenance employee  
268 working on the HVAC system having to continually go up and down the stairs to check  
269 something, thereby prolonging a job that should only take, for example, 20 minutes. Mike said,  
270 "I think whatever we do at the Omni Center, we want to make sure that whatever we put in is  
271 robust and is going to be effective for being able to have at least a minimum of an area that has  
272 great coverage and we have high capacity without getting saturated and having internet issues. I  
273 know there have been several questions with people wanting to rent the banquet room who have  
274 been very concerned about the quality of Wi-Fi. It was kind of a deal-breaker for them that if we  
275 could guarantee we could have good Wi-Fi for 100 people in the banquet room they would rent  
276 it, and if we couldn't they would go somewhere else. I think that also is a concern."

277

278 Rick asked Mike if both City Hall and the City Shop can be adequately covered with a \$20,000  
279 budget.

280

281 Mike said yes, telling Tim the focus at both City Hall and the City Shop is on coverage and not  
282 capacity. Mike said, "We have a limited number of people here using the system. It's not going  
283 to be like the Omni Center, where we're really looking at trying to be able to have 250 people in  
284 a space getting onto the internet. We would be using the cheaper access points in here, so we  
285 could definitely do all of the City Hall and all of the [City] Shop, and I think still be able to do  
286 part of the Omni Center and the Great River Landing."

287

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288 Ald. Wulf asked, “Without extra money designated this year?”

289

290 Mike said, “Yes, with the caveat that this is only looking at equipment costs. This is not looking  
291 at any labor.”

292

293 Tim inquired about the motivation behind installing Wi-Fi at the Great River Landing.

294

295 Mike said, “People have been asking for it.”

296

297 Tim said he would not go to the Great River Landing expecting to have Wi-Fi access and asked  
298 if its installation could be delayed until the 2019 budget.

299

300 Scott said he believes it would be prudent to redirect funds designated for Wi-Fi at the Great  
301 River Landing toward Wi-Fi at the Omni Center if Wi-Fi at the Great River Landing has not  
302 been advertised.

303

304 Mike said his firewall at the Great River Landing will serve as an access point, thereby making it  
305 possible to establish a guest network on the firewall. Mike said anyone who is close to the  
306 trailhead at the Great River Landing will be able to access it, adding, “If it doesn’t reach very far  
307 away from that, at least it’s something and that could get us started. If it comes back we have a  
308 lot of public input that people are really wanting [Wi-Fi at the Great River Landing], then we’ll  
309 probably have to look at alternate funding sources.”

310

311 Scott asked Mike what the city’s Human Resource Department’s position is regarding providing  
312 Wi-Fi in a public area, noting the body providing the service is held responsible if a user’s  
313 actions are unlawful.

314

315 Mike noted guest networks have been established both for City Hall and the City Shop.  
316 However, individuals are not informed publicly as to how to access these networks.

317

318 Pam said she favors directing funds toward enhanced Wi-Fi at the Omni Center because the  
319 facility generates revenue for the city and individuals would book events there because of the  
320 quality of the Wi-Fi coverage.

321

322 Ald. Wulf said she appreciates the fact committee members provide their professional opinions.  
323 Ald. Wulf also said it is her understanding that Mike would prioritize City Hall and the City  
324 Shop first, followed by the Omni Center and the Great River Landing. Ald. Wulf said that as a  
325 taxpayer and an elected official she supports city employees, and she also echoed Pam’s point  
326 that the Omni Center generates revenue for the city.

327

328 Motion by Ald. Wulf, second by Scott, for the Technology Advisory Committee to endorse first

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329 prioritizing City Hall and the City Shop as part of the revised planned Wi-Fi Project, to endorse  
330 the first phase of enhancing Wi-Fi coverage at the Omni Center, and to delay addressing Wi-Fi  
331 coverage at the Great River Landing until 2019 or beyond.

332

333 Mike said the city will have to address how it will deal with public internet access, noting  
334 individuals who patronize the Omni Center may access the internet without needing a password.  
335 Mike noted this is at least one point of entry that is not monitored and said the city will need to  
336 determine how to limit its liability before Wi-Fi is installed at the Great River Landing and in  
337 city parks.

338

339 Rick asked Mike if he has the same type of coverage plan both for City Hall and the City Shop.

340

341 Mike said, "I don't have plans like this. But I think that's something I can get building plans  
342 with my current locations to Scott." Mike also asked Scott to perform another analysis for him.

343

344 Rick asked that the motion include having the correct coverage both for City Hall and the City  
345 Shop.

346

347 Ald. Wulf and Scott both said they will consider Rick's request as a friendly amendment to the  
348 motion. Ald. Wulf also stressed the importance of "[doing] it right the first time" in terms of  
349 technology for the city.

350

351 Vote on the friendly amendment:

352

353 On voice vote, motion carried.

354

355 Vote on the original motion:

356

357 On voice vote, motion carried.

358

359 **Adjournment**

360

361 Motion by Pam, second by Rick, to adjourn at 7:12 p.m.

362

363 On voice vote, motion carried.

364

365

366 Recorded by:

367

368 Kirk Bey