

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

Thursday, May 25, 2017

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1 The meeting of the Technology Advisory Committee of the City of Onalaska was called to order  
2 at 6:32 p.m. on Thursday, May 25, 2017. It was noted that the meeting had been announced and  
3 a notice posted at City Hall.

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5 Roll call was taken with the following members present: Ald. Jerry Every, Pam Goldbeck, Tim  
6 Bena, Rick Vogel, Diane Oldani Wulf

7  
8 Also Present: City Administrator Eric Rindfleisch, IT Support Specialist Mike DeLine

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10 Excused Absence: Scott Wied

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

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

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17 On voice vote, motion carried.

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

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21 Diane called three times for anyone wishing to provide public input and closed that portion of the  
22 meeting.

23  
24 **Consideration and possible action on the following items:**

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26 **Item 4 – Discussion and possible action on annual IT maintenance (internet, software,  
27 maintenance)**

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29 Mike referred to a copy of the IT budget that was given to committee members and said the  
30 financial figures listed are “extremely tentative.” Mike said he wants committee members to be  
31 aware of ongoing maintenance and potential increasing costs before the committee begins  
32 undertaking the annual budget process. Mike discussed the following line items:

- 33  
34 • **Meraki – Network hardware that begins in 2019 (\$2,628.24):** Mike said the city has  
35 more or less standardized on Meraki for most of its core network hardware, firewall  
36 switches, and wireless access points. Mike said everything is integrated into a Cloud  
37 management platform. However, there are ongoing maintenance costs for all of the  
38 equipment so that it may remain active in the Cloud management console. Mike said the  
39 equipment is typically purchased with a five-year license pack subscription, noting that  
40 some of these subscriptions (a projected \$2,600 in annual costs) will be coming up in the  
41 2019 budget. The annual costs are projected to be \$5,200 in the 2020 budget. Mike said

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42 this is the annual cost if one-year renewal packs are being purchased. The cost decreases  
43 significantly if the city purchases three- and five-year packs. Mike said the city has  
44 invested a significant amount in this infrastructure. However, there still are older  
45 ProCurve switches that are not gigabit and eventually will need to be replaced. Mike said  
46 there are approximately 20 access points, and their annual licensing is approximately \$80.  
47 The annual licensing for the firewalls and switches is between \$100 and \$200.

- 48 • **Adoni Networks – IT support/software licensing (\$14,400):** Mike said this is the  
49 city’s annual fees for IT support and some of the software licensing the city receives from  
50 Adoni. The city’s antivirus is bundled in this cost, as is its backup software, remote  
51 access software, and some of its other management software. Mike said Adoni will  
52 provide itemized costs for its services. Mike noted there is a \$4,875 line item for  
53 Webroot antivirus software and said, “I’m not sure if, even though we’re paying Adoni  
54 for it, if we budget it separately or if it’s part of that other line item. I’m not sure if it’s a  
55 duplicate or if the other cost needs to be increased by that [\$4,875], so I left it in there as  
56 separate for now.”
- 57 • **VM Ware Renewal – server software (\$450):** Mike said the city has “pretty basic VM  
58 Ware licensing.”
- 59 • **Open E Virtual Storage – server software (\$150):** This is for the city’s storage servers.
- 60 • **Archive Manager – email software (\$438):** This is utilized for open records retention  
61 compliance.
- 62 • **Backup Storage Craft – backup software (\$500):** Mike said that even though it serves  
63 the city well he is looking into other options that potentially could back up the Finance  
64 Department servers to the Cloud as well as to the city’s secondary storage site. Mike said  
65 it would be possible to spin this up in an AWS instance in a disaster scenario so that the  
66 city may process payroll.
- 67 • **Mitel System Software (\$1,800) and Mitel hardware (\$2,400):** Mike said these line  
68 items cover licensing and continuing maintenance, but not support for the city’s  
69 telephone system.
- 70 • **GovOffice – website maintenance (\$1,200):** This the city’s annual website hosting  
71 content management system fee.
- 72 • **Rapid SSL – email/website security (\$249):** These are SSL certificates for email and  
73 the city’s website.
- 74 • **Domain registration – website maintenance (\$606.62):** Mike said there was a  
75 significant cost increase. Mike noted he had registered the onalaskawi.gov domain name.  
76 This will be the city’s primary email domain when the new email system is established.  
77 The existing cityofonalaska.com domain will be utilized as an alias that also will accept  
78 mail.
- 79 • **Zendesk – IT helpdesk software (\$1,400):** This is a new expense for 2018.

80

81 Mike noted the following line items either are partially coming out of IT or coming out of  
82 multiple departments:

Reviewed 6/2/17 by Mike DeLine

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84 • **Tyler Technologies – finance software (\$15,904):** Mike said IT pays for a significant  
85 portion of this software suite, which is utilized by all the city’s departments. Mike  
86 referred to the back side of the IT budget and noted that items have been broken out by  
87 department. Mike noted that several departments have major software packages that they  
88 are utilizing to run their respective departments and said, “This is really the only one that  
89 IT is paying any share of. This might be something that we need to reevaluate. That  
90 probably is not going to be free money for us, where we obviously need to continue  
91 paying for this Tyler software. But it may just be something like we do an administrative  
92 thing and say, ‘This should be part of the Finance budget. We’re moving this money  
93 over to the Finance budget and they’re going to pay for it out of their budget line.’ It will  
94 show up on IT as other software that is being paid for by the department.”

95 • **City Hall fiber internet connection (\$12,000) and City Hall to Public Works Facility  
96 fiber (\$9,000):** These are new for 2018, and Mike said the costs will be split up between  
97 different departments. Mike said it appears that the City Hall building account previously  
98 might have been paying for internet service, adding this is something that perhaps needs  
99 to be examined. Mike said he does not know if it will be logical to leave it as part of the  
100 building expense or absorb it as an IT expense.

101

102 Diane asked Mike if he knows the remaining balance in the original 1998 building account.

103

104 Mike said he does not know, but he estimated that the funds are close to being exhausted.

105

106 • **Tri-State Business Machines – copier maintenance (\$7,002.80):** Mike said this  
107 amount was pulled from the contracts that are on file, and he told committee members he  
108 does not know if this amount is accurate as to the city’s active devices. This information  
109 will be verified the week of May 28-June 3.

110

111 Mike referred to the back side, which lists the individual departments, and noted the following  
112 about the listed line items:

113

114 **Police Department**

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- 116 • Mike said this section should be “pretty accurate,” but he also noted that the number of  
117 squad cars outfitted with computers and network connections with Verizon increased  
118 from nine to 15. Therefore, some of the financial figures might or might not be reflecting  
119 those licensing costs.
- 120 • \$3,525 is the budget for WatchGuard, which is utilized for the video systems in squad  
121 cars.
- 122 • \$1,512 is the budget for PoliceOne.com, which is utilized for training.
- 123 • \$11,411.68 is the budget for Visions, which is a suite of several programs the department

- 124 utilizes for reporting and computer-aided dispatch.
- 125 • \$1,200.84 is the budget for Net Motion, the VPN software that allows officers to connect
- 126 from their squad cars to the La Crosse County network.
- 127 • \$2,148 is in the budget for Leadsonline, and \$1,425.60 is in the budget for Crime
- 128 Reports. Mike said both are online services.
- 129 • \$756 is in the budget for Scheduling, and \$120 is in the budget for In Out Board. Mike
- 130 said time clock software has been included in the budget, and several options are being
- 131 studied. Mike said he hopes to find software that will work for all the time reporting and
- 132 also potentially for scheduling. Mike said perhaps either of the aforementioned products
- 133 can be covered by “a more universal product.”
- 134 • \$500 is in the budget for the Quick Clerk parking ticket software.
- 135

136 **Fire Department**

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- 138 • \$5,250 is in the budget for Image Trend, the reporting and operations software utilized to
- 139 submit all fire and EMS reports. Inventory and maintenance logs also are kept in Image
- 140 Trend, and the Fire Department utilizes the software for scheduling. Mike said the State
- 141 of Wisconsin recently updated its reporting requirements, and Mike said the Fire
- 142 Department started on a different version of the software either in 2014 or 2015.
- 143 Therefore, the Fire Department had to upgrade to the new version of the software, and
- 144 Mike said none of the department’s previous versions of reports or forms transferred
- 145 over. Mike said he believes the switchover occurred within the last month and the new
- 146 version of the software is operational.
- 147 • Mike said there are challenges involved with the I Am Responding mapping software and
- 148 the Fire Department is not satisfied with it due to its limitations. Mike said the software
- 149 is purely online, noting that it does not have caching capabilities. Mike said there often is
- 150 an issue with the handoff between Wi-Fi and cellular when the Fire Department departs
- 151 from the garage. Mike said the Fire Department potentially already is on the scene when
- 152 there is a two-minute delay in the transfer. Mike said the planning with the software
- 153 “was last minute at every stage of the process,” noting that the Fire Department was in a
- 154 position of either proceeding with this software or renew the previous software that the
- 155 found to be unsatisfactory. Mike said he believes the Fire Department is considering
- 156 attempting to budget for new software in the coming year. Mike said he believes it will
- 157 be imperative for the committee to ensure that the Fire Department is performing all the
- 158 necessary research and selecting the correct product that will operate efficiently. Mike
- 159 said it also will be crucial to properly vet and test the software, as well as ensure that
- 160 proper training takes place.
- 161 • \$10,000 is in the budget for Code Red Reverse 911, which is emergency alerting software
- 162 (telephone and texts). Mike told committee members this financial figure was taken from
- 163 “very old documentation” and said he is uncertain what is involved on the licensing fees
- 164 as well as who besides the Fire Department is utilizing the software.

165  
166 City Administrator Rindfleisch said the telephone database is self-controlled, meaning if a city  
167 resident who signed up for Code Red moves and his/her name is not removed, that name remains  
168 on the list. City Administrator Rindfleisch said there is no inside control over purging records  
169 and noted Fire Chief Don Dominick is working with Code Red on making non-emergency test  
170 calls. If a citizen does not respond to three calls over three days, his/her name will be removed.  
171 City Administrator Rindfleisch said there currently are several “bad numbers” on the system,  
172 which leads to delays between the time when alerts are issued and when citizens are receiving  
173 them.

174

175 **Inspection**

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- 177
- 178 • Mike said he has included the previously discussed iWorQ software, noting that it still is  
179 being implemented. Mike said there have been some technical difficulties that need to be  
180 resolved. However, Mike also said he believes he likely will be able to provide an  
181 updated status in June.

181

182 **Engineering**

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- 184
- 185 • \$1,200 is in the budget for four of the licenses for ArcGIS Basic GIS software, and  
186 \$1,500 is in the budget for the fifth license for ArcGIS Standard GIS software. The latter  
187 license is necessary to manage the InfraMap server utilized by Public Works.

187

188 **Public Works**

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- 190
- 191 • \$590 is in the budget for iWorQ operations software, which is utilized by the Street  
192 Department.
  - 193 • \$120 is in the budget for telephone system maintenance. Mike said he must verify and  
194 obtain more information regarding this line item.
  - 195 • Mike said that while he does not have the pricing information regarding the InfraMap  
196 operations/mapping software, he told committee members the annual maintenance fee is  
197 approximately \$10,000.
  - 198 • Mike said he generally does not often work with the SCADA system (industrial control  
199 system maintenance), and he told committee members he has requested cost information.  
200 Mike said that while it comes out of different budget lines, he thought it would be good  
201 for the committee to have a complete picture.

201

202 **Parks and Recreation**

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- 204
- 205 • Mike said he had not been able to meet with Dan to obtain financial figures for ActiveNet  
(concessions and program registration), When I Work (scheduling software), FMX

206 (maintenance helpdesk), and Scanalytics (demographic information from the Omni  
207 Center). Mike addressed Scanalytics, telling committee members a mobile app is being  
208 developed for the Omni Center as part of the software's second phase.

209

### 210 **Item 5 – Update on IT Projects**

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212 Mike provided the following update:

213

- 214 • Earlier in May, the Finance and Personnel Committee and the Common Council  
215 approved the fiber connections for City Hall, the Public Works Facility and the Omni  
216 Center. The equipment has been ordered for the fiber connection between the Public  
217 Works Facility and the Omni Center. Charter Communications has made a site visit for  
218 the building-to-building and internet connections. Mike said “everything looks good” at  
219 the Public Works Facility, noting there already is fiber running into the building and the  
220 fiber just needs an end installed before it can be connected. Conduit runs from City Hall  
221 to the road, and Mike said patching it in should be a simple process. Mike said that while  
222 the anticipated build time on new fiber connections is three months, he is optimistic it  
223 will be nearing completion by the June 22 Technology Committee meeting, adding he  
224 believes the connection between the Public Works Facility and the Omni Center either  
225 will be completed or scheduled.
- 226 • The new servers are being built up so that testing may occur. Mike said he hopes that  
227 testing either will have started or be ready to start by the June 22 Technology Committee  
228 meeting. Mike said the VM servers will be migrated to new hardware. There also will  
229 be a domain and mail server upgrade.
- 230 • Mike said he and City Administrator Rindfleisch have been part of a team working to  
231 implement iWorQ in the Inspection Department, adding he believes there should be “a  
232 pretty solid plan” in place by June.

233

### 234 **Item 6 – Discussion and possible action on purchase of Engineering plotter**

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236 Mike said this was included in the 2017 budget, noting he believes it is coming out of the  
237 Engineering budget. This plotter would replace one that was purchased in 2007. Mike said it is  
238 his understanding that the current device has been operating efficiently; however, it has not been  
239 supported by the manufacturer for more than three years. Mike said GIS Manager Joe Barstow  
240 compiled the options (four different models from three different vendors) before the committee  
241 this evening. Mike said the plotter is a 44-inch color unit that is utilized for color printing and  
242 scanning, and it also is primarily utilized for maps. The Engineering Department recommends  
243 purchasing an HP Z5600 PS at a cost of \$3,712, with a three-year maintenance contract with  
244 Mastergraphics at a cost of \$1,129 for all three years. Mike said the past plotters have  
245 experienced intermittent driver issues. However, with the HP Z5600 PS a file may be placed on  
246 a USB flash drive and plugged directly into the plotter. Mike noted the total cost of the HP

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247 Z5600 PS is \$4,841 and said he believes the cost of the current plotter exceeded \$8,000 when it  
248 was purchased in 2007.

249

250 Ald. Every inquired about the funding source.

251

252 Mike said he believes it will be coming out of Engineering's budget.

253

254 Diane noted that Joe Barstow's memo states "Engineering/Public Works/Planning" and said she  
255 wonders if the three departments will share in the cost.

256

257 Mike said the three departments share the current plotter, adding he assumes it already has been  
258 split up. Mike noted that \$4,400 has been budgeted for this purchase (within the 2017  
259 Equipment budget) and said City Engineer Jarrod Holter will be utilizing funds from other  
260 funding sources for the remainder.

261

262 Motion by Diane, second by Rick, to approve the purchase of an HP Z5600 PS plotter, including  
263 a three-year maintenance contract, from Mastergraphics at a total cost of \$4,841.

264

265 Diane noted that \$4,400 was included for this item in the 2017 Equipment budget, and the  
266 remainder will be split between operating accounts.

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268 On voice vote, motion carried.

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270 **Adjournment**

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272 Motion by Pam, second by Tim, to adjourn at 7:16 p.m.

273

274 On voice vote, motion carried.

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276

277 Recorded by:

278

279 Kirk Bey