

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

Thursday, October 26, 2017

1

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, October 26, 2017. 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: Scott Wied, Tim Bena, Rick Vogel,
6 Diane Oldani Wulf

7
8 Also Present: IT Support Specialist Mike DeLine, Ald. Harvey Bertrand, Ald. Ron Gjertsen

9
10 Excused Absences: Ald. Jerry Every, Pam Goldbeck

11
12 **Item 2 – Approval of minutes from the previous meeting**

13
14 Motion by Scott, second by Tim, to approve the minutes from the previous meeting as printed
15 and on file in the City Clerk’s Office.

16
17 On voice vote, motion carried.

18
19 **Item 3 – Public Input (limited to 3 minutes/individual)**

20
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:**

25
26 **Item 4 – Update on Information Technology projects**

27
28 Mike shared the following update:

- 29
- 30 • The helpdesk is being implemented. There is a utility that runs on the computer and
31 assists with status information. Users are able to send a helpdesk ticket, which requires
32 network connectivity but does not require the email server to be functioning. If a
33 computer is having network issues, a ticket still may be sent if the computer is able to
34 reach another computer on the network. Mike said he will send an email to staff on
35 Friday introducing the helpdesk.
 - 36 • The email server is being rebuilt. Mike said he hopes to begin testing it in November and
37 implement the changes in early December. The project includes work on the email
38 server, Spam filtering, and a new domain. The city now owns the onalaskawi.gov
39 domain, and it will be used along with the cityofonalaska.com domain for email delivery.
- 40

41 Diane asked Mike if there was a charge for the new onalaskawi.gov domain.

Reviewed 10/31/17 by Mike DeLine

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

Thursday, October 26, 2017

2

42
43
44
45
46
47
48
49
50
51
52
53
54
55
56
57
58
59
60
61
62
63
64
65
66
67
68
69
70
71
72
73
74
75
76
77
78
79
80
81
82

Mike said yes, noting it is an annual fee of approximately \$200.

- The fiber project has been completed.
- Since the city updated its primary internet connection and moved over the VPN (Virtual Private Network) to La Crosse County, a technical difficulty with the VPN configuration on the county's end has been diagnosed and repaired. This technical difficulty was causing a conflict with the city's specific type of firewall, and it was causing additional disconnections. Mike said there have been no challenges for more than a month since the repairs occurred.
- There previously were technical difficulties with the city's door system. Mike said once the system was expanded beyond City Hall, the entire system eventually was brought offline whenever there were network disconnections to any of the doors or the controls. Mike said the addition of fiber has resolved these issues.
- The city's primary backup server previously was located in the same rack as the primary production servers, and a sprinkler head is located near the rack. The backup server has been relocated upstairs, and the city also has an offsite backup.
- Mike said he is exploring possibly having a one-time Cloud-based backup, particularly for archival data. Mike said he has been encouraging staff to consider creating digital copies of dead records and purging the paper files.

Diane said she possibly can speak to City Administrator Eric Rindfleisch about his goal for digitizing the data.

Mike said the Coulee Region Joint Municipal Court hopes to streamline some of its processes and remove some unnecessary paperwork. Mike said he has asked Joint Municipal Court staff to considering utilizing the computer system as the primary storage mechanism, if and when this is a possibility.

Item 5 – Update on City Hall security cameras

Mike said the Common Council had approved proceeding with the security cameras. However, Mike also said some of the project's details had changed, and therefore it became necessary for him to obtain new quotes. A specific quote for the cameras was approved rather than a specific amount. Mike said both the Finance and Personnel Committee and the Common Council will have to reapprove the cameras, and he noted he has obtained quotes from three different companies (two different manufacturers of cameras systems): Gorilla Security, First Business Solutions, and Five Star Telecom.

Diane asked if Gorilla Security is affiliated with Adoni Networks.

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

Thursday, October 26, 2017

3

83 Mike said the two companies are in the process of going through a merger.

84

85 Diane noted she had watched the October 10 Common Council meeting via streaming and said
86 she was a bit disappointed because “I thought there was an awful lot of detail talked about
87 [regarding] where the cameras were going to be placed. I thought that was one reason why we
88 didn’t go into detail at this specific meeting. I understand the need for alderpersons’ interest in
89 where they would be, but now it was broadcast live to everyone where they were going to be
90 specifically. I thought we wanted to be [more discreet].”

91

92 Ald. Gjertsen asked Mike if he has seen the prices on the new quotes.

93

94 Mike said no.

95

96 Ald. Gjertsen said there are individuals who have expressed concern regarding actions in the
97 Police Department and Joint Municipal Court, “and that’s where that was generated from.
98 They’re very concerned that they’re going to be putting cameras in that they’re going to be able
99 to watch what’s going on.”

100

101 Mike said the project had two primary goals. The first goal is to install cameras in locations
102 where cash is counted or handled. This will protect the city from employee malpractice, and it
103 also will protect employees who are doing their jobs correctly. The second goal is security.
104 Mike said, “We made a minimal effort to be able to see areas where we anticipate problems, and
105 in general to be able to catch people coming into the building. If there is, for example,
106 vandalism in the basement, we would want to be able to see who went downstairs, if not being
107 able to see all the hallways. Absolutely, the primary goal was to cover any and all cash-handling
108 areas and potential cash-handling areas. We’re not currently taking cash anywhere but the Park
109 and Recreation and the [City] Clerk/Finance suite. But we’re putting in the cameras at all front
110 counters of all departments so if there is ever a decision in the future to begin taking cash in any
111 other department, we will have the proper things in place for that.”

112

113 Diane said there occasionally have been posts on the City of Onalaska Police Department’s
114 Facebook page asking for assistance in identifying individuals who have been in City Hall.

115

116 Ald. Bertrand asked Mike if the Common Council will have access to the bid prices, and if the
117 Council will be informed once a vendor is selected.

118

119 Mike said he believes all the quotes will be available to the Finance and Personnel Committee,
120 which meets again November 8.

121

122 Diane asked, “The plan is for that to go in this year?”

123

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

Thursday, October 26, 2017

4

124 Mike said, "That is intended to go in immediately."

125

126 Mike said another concern that was discussed pertained to open records, noting that citizens are
127 able to request any of the city's records for any reason and the city must turn them over. Mike
128 said a policy still must be established and the city's legal counsel must give its approval. Mike
129 said, "We intend to treat it like we do in the squad cars where they're continuously recording to a
130 video recorder in the squad car. But until they're saved as an event and stored in our evidence
131 system we don't consider them to be a record." Mike cited the example of a police vehicle
132 driving past a residence and an officer not manually activating the device in a squad car that
133 saves a video. Mike said citizens who request that video would be told it does not exist until
134 there is an internal request for it. Mike said if there was a discrepancy in the currency counts and
135 Financial Services Director/Treasurer Fred Buehler asked that the video be pulled for his review,
136 a citizen's request to view this video would be granted. Mike said, "If somebody hadn't already
137 prior saved that video, then it wouldn't be considered a permanent record and it wouldn't be
138 available for that. The only way somebody would be able to access that is by filing a police
139 report, otherwise we're going to have massive problems with this. One of the things we're
140 looking at with all these cameras is they're going to be able to see check numbers on checks.
141 Any of that is going to have to be redacted before we release it. ... We have to do this as a way
142 to protect ourselves before we implement the system."

143

144 Ald. Bertrand asked Mike if the three vendors had provided advice regarding camera placement.

145

146 Mike said he had identified specific coverage areas before speaking to each vendor, and he also
147 had penciled in locations he believed might work. Mike told Ald. Bertrand he had asked each
148 vendor what they thought would be needed to cover those areas. Mike noted there are slight
149 variations from each bid and said that was taken into consideration.

150

151 **Item 6 – Update on 2018 Information Technology Budget**

152

153 Mike said no one has asked him about which items could be deleted, and he told committee
154 members he believes this is a positive sign.

155

156 Diane noted that committee members had ranked the items from top to bottom, and she also
157 noted that the Finance and Personnel II Committee meeting will be held Wednesday, November
158 1. The 2018 Administrative Budget will be reviewed at that time.

159

160 Mike said he will speak with Human Resource Director Hope Burchell prior to the Finance and
161 Personnel II meeting and tell her he is available via cell phone if she needs to consult with him.

162

163 Tim asked Mike if he ever receives feedback regarding deleting an item.

164

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

Thursday, October 26, 2017

5

165 Mike said he typically does not, with the exception being a proposal during a past budget process
166 to reduce the amount being requested for the IT Budget. Mike said he does not believe the
167 aldermen know many of the details as to why he is purchasing items unless they attend
168 Technology Committee meetings, and he also said he expects that they would speak either to
169 him, Hope, or the aldermen who attend the meetings if they want to remove items from the
170 budget.

171
172 Diane noted the public hearing for the 2018 Administrative Budget is Monday, November 13.

173
174 Scott asked Mike if he would like committee members to review the security camera project.

175
176 Rick volunteered to examine it as well.

177
178 Mike said he would email information to both Scott and Rick.

179
180 **Adjournment**

181
182 Motion by Rick, second by Tim, to adjourn at 6:53 p.m.

183
184 On voice vote, motion carried.

185
186
187 Recorded by:

188
189 Kirk Bey