

SPECIAL COMMON COUNCIL MEETING

APRIL 11, 2013

The meeting was called to order at 7:00 p.m. by Mayor Moede with the following roll call:

Members Present: Ald. Sertich, Ald. Schmidt, Ald. Pasbrig, Ald. Redeker, Ald. Toellner, Ald. Schaefer

Members Absent:

Others Present: Mayor Moede, Deanna Boldrey, Kathie Wild, Kara Johnson, Chief MacNeill, Ben Brown

Police Department Equipment Systems Update, Including Updates on Core Software and Associated Costs/Grants, Including New World, with Possible Action.

Mayor Moede turned the meeting over to Ald. Sertich.

Ald. Sertich noted that there needs to be clarification on the Core Technology that the Council previously approved from the information that was received at that time. She noted concern of the fourteen months that it has taken for Core to be put into place. During that time there was a roll out of software at the county level that is a higher scale system and it looks attractive. This needs to be reviewed on our end. We need to put the right tools in place for the safety of the officers.

Ald. Sertich noted that she called Madison for clarification on how the state handles requests at the state level. She had an understanding that New World will be rolled out with feedback from dispatchers and officers and a couple different systems that would be user friendly. Ald. Sertich continued that it is hard to compete with a system that is \$500,000 plus and has the tools that it does for the municipality of our size. In a round-about way we are already paying for the County system.

At the time when this came in we did not know about the County. Ald. Sertich continued that there is some truth to that, and you heard Sheriff Ninmann say that Sheriff Nehls had been working on it for a long time.

Ald. Sertich noted concern about the additional money and resources for the additional modules and it is not a complete package. She noted grant money of \$52,000. There is a ninety day language with the justice system, and she is not following why the City of Mayville is involved with the nine other municipalities. She noted disconnect on it and need to do what is best. Look at the whole picture, and if we have to walk away (from Core) and get on board with the other (New World). Look at the whole picture.

The cost was questioned for the VPN tunnel that will go into Dodge County for New World dispatch. They are not going to give it away for \$150 per computer. Ald. Sertich asked Deanna to send Sheriff Ninmann an email on additional costs. Ald. Sertich noted that Core has been moving very quickly after Monday night's meeting. Ald. Sertich commented that we cannot afford to lose anymore. We have to look out for the City and taxpayers. Every department has their wishlist.

Mayor questioned the amount of the \$150 per year per computer. Ald. Redeker commented that he noted additional charges. Ald. Sertich commented that it could be on the Fire Department part. Ald. Redeker noted it was a pamphlet from Dodge County. She noted to get clarification from the Sheriff.

Ald. Redeker noted charges for antivirus and security for each computer. He noted it was not a lot.

Ald. Sertich commented that is a lot easier to budget for that than the \$12,250 paid on February 8, 2012.

Ald. Sertich noted that there was not a lot going on. Ald. Sertich commented that she wished the Chief had shared in the prior meeting; and she thought that was going to take place Monday night.

Ald. Sertich questioned the timing of the testing who is involved. Do the officers have input on it?

Chief MacNeill noted that TIMS is the record management system with Core. Core has been in business for 32 years, providing software applications to the public safety sector. They are a stable company. He selected TIMS from research on several different records management systems with factors including: company stability, 24 / 7 support, expandability that the program will grow with the department needs. In June, Core collected data from FORS and Coppers to start the conversion process. This entailed taking data from two different programs and making data work in a third program. In June, Core discovered, during the conversion process, that there were 100 state statutes that were wrong. Chief MacNeill continued that they had to go through each statute and read the statute and read the report and had to determine what crime was committed and correlate that statute with that crime. This took several months of time. Since then the administrative assistants have been combing through the data searching for errors and having Core make changes to the program to meet their preference. Core has been very gracious and changed and created many features that were not available on the original program. This process since June has taken several months because he did want to do it correctly and did not want it rush into and spend months with errors and problems from rushing. They are scheduled to go live this Tuesday. They have made updates and have made changes that the secretaries wanted and Judy is combing through to make sure errors have been fixed. This process has taken some time and would take a lot of time regardless of the company they go with. Not a fast process. With TIMS officers will be able to do more field reporting. These are short forms and officers will be able to enter data from an EMS call, vehicle lock on, or other call and will be automatically entered into the systems and will be imported into their daily reporting and will make more efficient reporting and reduce on paper costs. With TIMS they will be able to stream line their evidence reporting and barcode the evidence forms automatically generated from Cores instead of using evidence forms that are printed from an outside company. Chief MacNeill stated he choose Core because it is the best for our size of agency. There are many records management systems and Core offered exactly what we needed.

Chief MacNeill continued that as far as WIJIS goes. The grant of \$52,000 was awarded as a consortium of nine agencies including Mayville. Chief MacNeill wrote the Grant and we are the leading agency. We were awarded \$28,000 allowing Core to develop their Talon Point system that will allow us and the other agencies to connect to WIJIS. This will allow submission of records to WIJIS without the administrative assistants doing anything; whether it is every 15 minutes, or half hours or daily basis. This will allow shared information with not only Dodge County but with all agencies in the State of Wisconsin that are participating. Chief MacNeill continued with the example that if an officer stops someone in Green Bay he will be able to see if we gave them a citation in Mayville and vice versa. It is also the only source in the state that allows officers to see district attorney protected files. This will greatly assist an investigation if there are any prior offenses and will benefit the district attorney to see our files. Marjean Sertich and Judy Bauer are authorized users in WIJIS and the officers have registrations submitted and are waiting for authorization.

Chief MacNeill continued that Core is looking to expand this Talon Point system which will allow that component not only to connect to WIJIS but to share data with the Dodge County through New World and vice versa. The County Data Sharing will be available in the next year or two without us having to switch records management systems.

The Chief continued that with Core we are the client and there is 24 hour support; with New World the County is the client and we are just licensed users. We will always have support with Core with New World we won't. The Sheriff said that there would be certain criteria for IT to be called in to help municipalities. He noted the book and to look on page 12 the County has no desire to be the support factor. On page 15, the County is not in the business to be an IT shop for the outside. His concern is that that the VPN goes down quite often. The Chief noted that with Core if the tunnel goes down we are in business.

The secretaries can still do reports and the officers can still access in house records on their daily log. He continued that the sheriff said we could go old school and do everything over the radio. If the New World goes down the officers cannot access in house records, daily logs, and the secretaries cannot do reports. With New World we would be dead in the water. He noted concern that larger agencies in Southern Wisconsin tried the exact same thing, consolidating smaller municipality records with the County. However, after months of problems and lack of support and system outages, six of those agencies are looking to dump New World and go to a new system and are looking at Core. Why would I want to dump Core and go to New World when other agencies are looking to dump New World to come to Core. As far as costs, we have paid Core \$12,500 in January and owe them \$5,200.

Chief continued that we are also responsible for conversion costs. The County is not paying for conversion of our data. We would be starting the process all over again for the conversion of data. New World is on the same level as Tiberon and Pro Phoenix. These are large companies that build records management systems for large agencies, not for small agencies. Pro Phoenix, for example, their conversion costs are \$7,500 to convert data and the City is responsible for that.

Chief MacNeill continued that the AVL GPS is \$50 per squad which would be \$200 for the four squads that we have. The GPS that we have in the squads right now was \$27.95 and those are not compatible with their AVL program; however, Dodge County dispatch does have access to our GPS and can see where our squads are if needed. The costs from leaving Core and going to Dodge County (New World) could be anywhere from \$7,000- \$12,000 initially. Overall the annual fees with everything added is slightly higher than what we pay to Core for the annual maintenance. With just the MDC software which is the mobile with New World still have \$150 per computer. That will be \$600 per year for the four squads and they are jumping that up every year. Core will maintain the annual maintenance fee at \$2,200 for the whole department. It does not matter how many computers with Core, we would end up hooking up eleven.

Ald. Sertich questioned why everyone is so on board with New World with what they have outlined on the modules. The Chief noted that he is not aware of too many. There are two in Dodge County that are staying with Core and are in the consortium of agencies that are going to WIJIS. Chief MacNeill continued that Todd Nehl's wanted to share data and that is a great concept but there too many factors that can go wrong. He continued that what happened in southern Wisconsin scares him. He does not want to be the first person to jump on board January 1. He wants to see the system working. With WIJIS that solves the problem of sharing data and is not confined to Dodge County; it is at state wide.

Ald. Sertich questioned how do you think that they are going to get clearance statewide before a county level would? She continued that we are not comparing apples to apples. You have a \$20,000 program that will have more bells and whistles than a \$500,000 program. She continued that she is not saying that Core is bad, it just does not seem logical. Look at some of the stuff that is on there; we do not know what modules are included. Do you have everything you need to be up and running? Ald. Sertich continued that she finds it very interesting how fast after Monday that this is moving. She continued that this is a concern to her.

Chief MacNeill answered that he has been putting off going live, and this is the third time it was scheduled. He is waiting on an update. The update had to work and no more errors before going live on Tuesday. He noted that they wanted something that was searchable. Core developed for our specific needs for Mayville. Coppers data did not convert over correctly. They corrected that.

Ald. Sertich continued that the system that was rolled out without the conversions, and the money Core is making off of the better records that we supplied to them for ideas, they will make some good money. The Chief noted that every agency they work with they get ideas off of to build from. We are benefiting from past agencies as well, such as Spencer Police Department who has gone through this.

Ald. Sertich commented that it is like an alpha based / beta based system. You get information from a company, you feedback information back to them, they program off of it, and make money off of it. The Chief MacNeill noted that they are meeting the customer's needs and improving it for us as well. They are improving for the next customer at some expense to the City as well. There has to be a lot of effort and time put into modifying and correcting by somebody. Otherwise it would have been in place a long time ago. The Chief commented that this would be with anyone.

Ald. Sertich questioned if the officers have seen the system yet. The Chief answered not yet.

Ald. Sertich questioned if it concerns him to meet their needs. He noted absolutely. It is very user friendly.

Ald. Redeker clarified that we owe them \$5,200 and have paid them \$12,250. That was the total price of the program and anything they do to make it better it is all included. The Chief commented that if there are configuration changes after that it is part of the annual support package, no extra charge.

Ald. Sertich noted she thought there was something that once you sign off on the conversion there could be some additional charges to the municipality if there are changes. Ald. Schmidt noted if we go with New World there could be extra charges.

Ald. Sertich noted she wants consistency and good safe tools for the officers and department.

Chief MacNeill continued that New World offers a lot of components with their package. He noted that they do not need AVL. The County does they have a wide jurisdiction to cover.

Chief MacNeill continued that this program works perfect for us. It is easy to use. It is simple to use and it is stable and we have the 24 hour support. He noted that he was logging on to the daily log and had trouble. He emailed and within had support on line and on the phone to help and get him working in minutes. That is the kind of support he is looking for.

The annual fee will be determined and will be provided to the agency in a timely manner to budget for the next fiscal year. New World could up their charges and with Core we know what we are getting we know the annual maintenance fee.

Ald. Schmidt noted the concern that if we stay with Core are we out in the dark, are we completely divorced or separated from the County or will Core eventually be compatible with New World. Chief MacNeill commented that the County's records management system is Tiburon. We use Tiburon mobile and we have the CAD viewer in dispatch. It will be the same thing with New World, we will have the New World mobile in the squads and the CAD viewer in dispatch. We will have the same communication that we have now. With Core and Talon Point which is a component that they are using for WIJIS it allows different records management systems to talk to different records management systems regardless of who they are. Working to build that to connect with New World so we will have the same compatibility as if we were using to New World. So Dodge County will be able to look at our records and we will be able to look at their records or anyone else's in the County. Ald. Schmidt commented that we will be compatible anyway. Chief MacNeill commented that this will happen in the next year or two.

Ald. Sertich commented that she is concerned with paying for more modules. She noted that she struggles with the County that can talk to all areas and if something happens in Horicon instantly everyone knows. They have the same thing with Tiburon and will have with New World, it shows who is on duty and what they are doing and where they are at.

Ald. Redeker asked for clarification that you want to use Core and we will have New World in the squads. The Chief answered that we have centralized dispatching by the Sheriff's Department. They go off radio and do it all through the computers. Tiburon mobile allows them to send calls to the squad and for the officers to call dispatch through the laptop. We did not have as a records management system. The New World would only be for the laptop only for dispatch and talking to dispatch. That would be \$600 per year, \$150 per year per squad. Core is \$2,200 for the year of service; and \$150 per year per squad that is \$600. We pay an annual fee right now for Tiburon. With New World we would have to pay the \$150 (annually) for eleven computers. He continued to add in the Net Motion and the AVL, which they require.

Ald. Sertich noted that it would have been of value to have the Chief have conversation with the Sheriff when she was here. He noted that he did not want to get into a debate with the Sheriff in an open forum. The Chief commented that he wanted to present first, so if there were questions, but he was not afforded that.

Ald. Redeker questioned if the Sheriff has raised any concerns. The Chief commented that he had talked to her and she did not raise any concerns. This was Todd Nehl's vision and she supports his vision and the Chief supports her for supporting his vision. She has known from the very beginning that we were with Core Technology and she has not tried to persuade us to switch to New World. The Chief continued that she is just putting it out there to see what attention she can gather. WIJIS will accomplish exactly what they wanted to do in the first place.

Ald. Redeker continued with the concern of if the two systems being able to talk together. The Chief continued that in time that will happen through WIJIS or through Core with the Talon Point System. He noted they are working on that this year as there is a grant they are working on to get that accomplished. The Chief commented on the agencies on the grant, Mayville, Columbus, Lancaster, UW Platteville, Waterloo, Lake Mills, Marathon, Spencer, and Somerset. He continued that one backed out and Lomira took their spot. Lomira and Columbus are staying with Core. Core wants to get the Talon Point system completed so that the agencies can stay with Core and connect to the New World.

Mayor Moede questioned if we stay with Core would it be compatible with New World. The Chief replied that it would be through WIJIS. Deadline for the grant is next month. Hopefully, then Core will have the Talon Point system configured so that we will be compatible.

Core is a program that we have been working on for a year. Great program, easy for the officers, something that the administrative assistants have been working with for the last year. Transition will go smoothly.

Ald. Sertich questioned if the parking and bike modules were in place. The Chief commented yes.

Ald. Sertich questioned if Tracks and Daily logging is in place. The Chief commented yes.

Ald. Sertich questioned what modules were included. The Chief noted the daily log was on there, Tracks, and evidence. He would have to check the file. Tracks and Daily log were extra. It was included in the \$17,450.

Ald. Sertich asked the Chief to explain the City being a Hub for the other areas in the grant money and us getting involved? He noted that we are not a hub. He wrote the grant. The government likes the inter-agencies working together. One of the agencies had to be the lead as far as the dollar amounts. He noted that was us. \$28,000 goes to Core and the other 8 agencies Core will work with them. We will not have anything to do with other agencies. Ald. Sertich questioned, why do we have to cut checks to them. The Chief noted it is just like when we had the grant for the radio for Wiscom there was a firefighter that wrote the grant and he cut us the checks. Kathie Wild commented it was a nightmare. Core will send invoices to those agencies and let them pay their own invoice.

Ald. Toellner questioned where Core was up and running. The Chief replied that there is quite a few. Spencer and cannot think of others. Ald. Toellner asked for references. Ald. Toellner wants to talk to someone that is using it. Spencer is using Core and will check for other agencies.

Ald. Sertich questioned and read a portion of the grant, "Core Technology's record management system and format the data for the Wisconsin Justice Information System in the required format. Our agency will coordinate the project and assist with the connection to the state. This process should take approximately 90 days." The Chief noted the deadline is May 31, WIJIS is to be up and running. Kathie Wild questioned what if the deadline is not met. He replied that there is a 30 day extension and right now everything is on schedule and on track. We are on track for May 31. The Chief commented that it can be extended for 30 days. June is the absolute deadline. Kathie questioned what if they don't. Do we have to come up with the money and pay them? The Chief stated no, Core would have to absorb the cost. Ald. Redeker questioned if it was in the contract. The Chief replied that he would have to check. Ald. Redeker continued that it seems like the Core program is fairly new, and they are developing as they are installing. The program itself is used by a large amount of agencies in Michigan and they are changing to fit and accommodate Wisconsin.

The Chief commented that they could have went live three months after doing this but he did not want to spend months dealing with the errors. He wants a smooth process.

Ald. Redker commented he is concerned that this is building as you go. Where New World is ready to plug in and go. Chief MacNeill commented on the Tracks component and New World has not built that component yet. He continued that south has issues with the Tracks 7.3 and Tracks 10.0 as the component has not been built yet. Ald. Sertich questioned where south he was referring too. He noted he could get her a list of the Chiefs he has had contact with. He continued that he does not know if the agency they are connected with knew they were wanting to jump ship.

Ald. Sertich also asked why wouldn't you want input from the officers prior to rolling out to make sure it is user friendly for them. What is needed in the dispatch is different than what is needed in the car. You need to set down and get feedback as a team building thing. The Chief noted if you get too many fingers in the development then it will take forever and nothing will get accomplished. The two that use it the most are the administrative assistants and they have been with it from the beginning and have had the input. The officers will use it to search for information. Their training is tomorrow. They will learn the incident management.

Mayor Moede noted that the former Sheriff wanted to implement eight years ago already. Ald. Sertich commented that they started three years ago with research and three different elements and looked at the best to meet the needs. She continued that they have more bells and whistles and a lot of elements that do not affect the City. She continued that we need to have discussion on this.

Chief MacNeill noted that New World will work great for the Sheriff's Department. It is a large records management system for a large agency; it does not suite Mayville. He continued that we have expanded our records management system with Core to include bicycle registration and parking which we have had to use two systems, FORS and Coppers because bicycle and parking did not have the support. This is the exactly the type of system that we need and that suites Mayville. We do not need the other bells and whistles. He noted we do not need crime mapping and it does not work in a small municipalities like Mayville. If you have two many bells and whistles it becomes confusing.

Ald. Pasbrig noted that New World has Fire Department and EMS. Will Core effect communications with the Fire Department and EMS? The Chief replied that they use the radio to communicate with the Fire Department and EMS. It will not have any bearing on the Fire Department or the EMS.

Ald. Redeker clarified you are going live on Tuesday. The Chief replied yes as long as there are no errors. Ald. Redeker noted that for whatever reason it does not live up to your expectation. Do you have any reservations going to New World if Core does not work. The Chief continued that if New World rolls out and is phenomenal with no issues, he would not have any reservations. He would not want to jump in right at the beginning and mentioned problems with the VPN tunnel. He noted sometimes problems with the VPN tunnel are sometimes on their end and sometimes on our end. The Chief reported that both the City of Mayville and Dodge County are both responsible for the tunnel, and the problem is that other departments use the Citrix. He noted the new firewall and hopefully there will not be any more problems. He noted the VPN and if it goes down, then we are dead in the water.

The Chief commented that Core gives 24 hour service, and they are phenomenal. Their tech support is out of Michigan.

Ald. Toellner questioned if Spencer was up and running. Chief noted that it is. He continued that he would get a list for Ald. Toellner. Eventually, three agencies will be using Core in Dodge County. Discussion of the number of municipalities on board ensued. It was noted that many other agencies are on board for New World.

Ald. Redeker noted that the New World is cost effective. He noted concern with the interfacing between Core and New World and future updates and costs.

Ald. Toellner commented that it seems to him that if all work from the same book in Dodge County it makes sense. The Chief commented that it will only be as good as the agency that participates. He cannot speak for the other agencies. He continued that New World is for a large agency. Ald. Sertich commented that it may not be for the size that Mayville is now but if you can get more bang for your buck there is still a possibility that you might use more modules in the future. You might find someday that there is something that would be a help for the City and part of the package. She noted that we do not have a jail or an intake like at the county level; however, you could set back and think that is a good thing for the Fire Department or EMS.

Ald. Schmidt noted we already paid x amount of dollars for Core, are we going to just throw that out? New World is in the business to make money just like Core is. Ald. Sertich commented that New World is paid for by the County level. He commented we already paid 2/3s for Core.

Ald. Toellner questioned if there was communication with Core that we are frustrated with it taking this long? The Chief noted that Core has answered emails right away and they are grateful for the work that Marje and Judy have done and that we are not jumping in. He continued that we are taking our time and making sure it is done right. It would be the same thing with New World. All the information has to be there correctly. Ald. Toellner commented that he agrees with Ald. Sertich that Marje and Judy setting up the program that they are not in the field and the officers should be part of it too.

The Chief continued that with Coppers and FORS, Marje and Judy went to the training and the officers were not involved until the end. He noted that the officers do the basic entry for their short forms and they can dictate it. He noted that the officer use is very minimal.

Ald. Toellner noted he would like to ask Marje and Judy what they think.

Ald. Sertich noted concern with how fast this has went since Monday. The Chief noted he has been talking to Core about going live.

Mayor Moede noted that Core is ready to implement. We brought the Sheriff in to see what New World was about. He noted that Core is 2/3s paid for and is compatible with New World. He continued that if we drop the ball now and go with New World it will be a waste of studying up on Core. He noted to go ahead with Core.

Ald. Pasbrig commented that community safety is what it comes down to. He noted that the Chief is here to manage the department and we need to understand the issues. As far as the safety and continuity the Chief is making the recommendation to do this and he is accountable for it. He has done the work and is accountable for it. Mayor Moede noted that the Sheriff has already said that there will be a lot of issues.

Chief MacNeill noted that he called agencies and found those in the South that were having trouble with New World. He noted concern that they have went through the process and decided to scrape New World and go with Core. He noted he will give information and numbers.

Chief MacNeill noted that we put it off so that we could make sure the data was correct and done right. He noted that there is 30-40 years of data in two different programs. So far the conversion has worked. He noted everything is working.

Ald. Sertich commented that she just struggles with this one. Ald. Schmidt noted with the money we have invested stay with Core. Ald. Schmidt continued that Chris was hired as the Chief and he has went through the work to determine what is best for the department, if he is satisfied who are we to say that he is full of prunes. Anytime you go with new program are they all going to be compatible? You do not know until you try. Ald. Sertich noted to not invest anymore money in it. Ald. Sertich questioned the grant money. She noted it is not free money. Ald. Schmidt commented that the grant money is an important part of this system and if there is a time limit, we could lose it. Ald. Sertich commented that if Core is the base than Core should take care of the nine in the contract. She noted that should not have to worry about nine other communities. Ald. Sertich stated that she wants to make sure Mayville is not responsible for the support of the other nine communities. Chief MacNeill responded that they get the service direct from Core. The Chief noted that we have no obligation to the other municipalities.

Ald. Redeker commented that he voiced concerns earlier and the most compelling argument is we have already spent the money and the VPN tunnel issue. He struggles with the interfacing. Chief mention WIJIS and will not be in the dark and will communicate with the mobile data system. WIJIS encompasses the entire state.

Ald. Schaefer asked if Core will ever come in? Ald. Pasbrig noted to look at the best interests of the citizens of Mayville.

Ald. Pasbrig asked for a demonstration of the Core by an officer to show interaction in a squad car.

Ald. Sertich noted she is on the fence on the issue and it is not apples to apples comparison and struggling on the difference on the programs.

Discussion of the next meetings ensued. The Clerk noted that there is not a formal approval in place for the next order authorization and would start in Finance and go to Common Council. This was signed on March 14. The Chief commented that past grants have not went before Council. Ald. Sertich noted that the item was placed on hold until we know where things are at. The previous authorization had Council Approval the new one does not.

The Clerk noted concern about quorum for next meetings for Finance and Public Safety. Discussion of the next meetings ensued.

Adjournment.

Motion by Ald. Sertich, second by Ald. Redeker to adjourn the meeting at 8:40 p.m. Motion carried 6-0.

Deanna Boldrey
City Clerk