CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
JUNE 28, 2023

I.   The June 28, 2023 Technology Commission Meeting was called to order at 6 p.m. in the Hearing Room of Franklin City Hall by Vice Chair Strowig.

IT Director Jim Matelski took roll call; a quorum was present. Members present were Strowig, Alderwoman Eichmann, Webler, Rehberger, Surana, and Farney. Members Meade, Galusha, and Kaur were excused. Also in attendance was IT Director Jim Matelski.

II. Citizen Comment Period – No citizens were present.

III. Review and approval of the April 11, 2023 Meeting Minutes.

Motion made by Member Webler and seconded by Member Farney to approve the April 11, 2023 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

IV. Strategic Technology Plan: Strategies and Activities Goals 8-10

IT Director James Matelski reviewed the Strategies and Activities Goals 8-10 of the Strategic Technology Plan with the Commission. Discussion was held. A final motion to recommend will not be done until all changes are outlined for the entire document. Informational item only – no action taken.

V.   Phone System Review

IT Director James Matelski reviewed this item with the Commission. Discussion was held. Informational item only – no action taken.

VI. Risk/Watch Matrix Review

IT Director James Matelski reviewed the Risk/Watch Matrix with the Commission. Discussion was held. Informational item only – no action taken.

VII. Technical Issues Review

• Fiber Optic WAN Project - Major issues have been encountered with the planned Fiber Optic WAN project. This was one of four projects that were handed over to IT in January of 2024, as part of Director Peggy Steeno leaving the City of Franklin. Trenching of the fiber is proceeding normally (although behind schedule), as the RFP was put out to public bid by the Engineering Department and Turnkey was granted the contract to trench and install the fiber. MCE is acting in the roll of project manager for the definition of installation requirements and working with WiscNet on linking this fiber to the network. It is estimated that this portion of the project will cost approximately $900,000 and trenching is scheduled to begin the second week of July. Discussions with MCE on firewall and router connectivity post fiber installation lead to some serious concerns:

o First, the trenching contract does not provide that Turnkey will install patch panels and terminate the fiber connections once the fiber strands are brought into the building. The City of Franklin must hire its own cabling installer to terminate all connections and then interconnect the strands (a.k.a. patch) correctly as to form logical ring structure. MCE has not provided a physical diagram

how the patching will be performed and what strands from the 144-stand cable is being brought into each office. Only one 144-stand fiber cable is being installed as part of the project.

- o Second, MCE confirmed through several meetings that they are contracted only for trenching and installing the fiber ring with the outsource provider and to engage in contracts with WiscNet on obtaining services. MCE will not manage the installation of routers, setup routing, or work with WiscNet on connecting their router to the internet work. It is the responsibility of Franklin to build the actual WAN. The costs associated with purchasing new WAN routers, firewalls, redundant SD-WAN ISP connections, or even configuring BGP was not addressed in the project plan, as this is being considered a post-installation Franklin project. This was a major omission to the project plan and these costs have not been allocated in current funding. These issues came to light with the discussion 2024 planned CAPEX firewall replacements, and where backup SD-WAN routing is to occur.

- Milwaukee County Tellus - A consortium of Milwaukee County Fire Chiefs, led by Chief Jay Scharfenberg of West Allis, voiced extreme dissatisfaction of the Milwaukee County mutual aid system (Tellus) and recommended that all PD Dispatch centers stop using the system as of 6/28/2023. The fire chiefs pointed out three critical failures: 1) Tellus was pre-empting dispatches for unknown reasons, where units were assigned for dispatch but never arrived. 2) PD Dispatch centers would go offline due to a failure to authorize error or information would not synchronize correctly with the rest of the PSAPs 3) Unit status would show as either available/unavailable and the status was incorrect to the intended state. Pro Phoenix claims that they have addressed all of these three major product messaging problems in their 7/23 bug fixes, which is expected to be released in either August or September. At this point it is uncertain if Tellus will continue to be used, or if the PDs will go back to using radios for mutual aid requests.

VIII. Director's Report on IT Operations

- Pro Phoenix 2022 Upgrade - On 2/13/2023 the Franklin Police Department migrated from Pro Phoenix 2020 over to Pro Phoenix 2022. Franklin opted for the additional expense of doing a clean upgrade to new VMs using Windows 2022 server, instead of doing the traditional in place upgrade. Overall, the base product upgrade went extremely well, corrected my previous security issues (as part of the project plan), and has been more stable than other municipalities that migrated to 2022. Most post-conversion issues were attributed to supplementary services that are add-ons to the foundational project: KGIS reporting, NIBRS/NIFRS reporting, Station Alerting messaging, and various bug fixes. The most serious issue was Station Alerting having to remain on the old system, as Microsoft significantly changed (improved) the FTP service built into Windows Server 2022, which required code changes to the Pro Phoenix product. It took three coding efforts to fully get Station Alerting FTP operational, but in the end all systems are now fully converted over to Phoenix 2022.
- The Video Surveillance project officially kicked off, with HBS starting cabling and camera installation over at the PD the second week of July. There was some issue with product availability, but the greatest issue was scheduling with the cable management team during their busiest time of the year. The cabling team does a good amount of work with various school systems, where the work has to be done during the "down" summer months. This created a situation where IT was competing for scarce resources. Cabling and installation for City Hall and the Library is expected to occur during the month of September. The cabling for these buildings is not as complicated and installation will go much faster. A new IDF is being planned for the PD cell block area, as pre-install site surveys indicated that doing home runs through the existing holes in the concrete block wasn't going to work.
- Mary Steinhardt, the City Hall IT admin/helpdesk, left the City of Franklin on 3/31/2023. Although the City of Franklin made an offer to hire, the salary offered was below her current salary and she refused the position. Unfortunately, at the time, it was not possible to change the salary grade for the existing job description. In June, Ann Woodruff was hired temporarily as a HBS contractor in order to help support the Police Department and assist HBS contractors with the upcoming video

surveillance project. Ann was the main PD support admin in 2021 and was replaced by Mary Steinhardt in 2022. Ann will be filling this role up to the end of August, where at this point she is planning her retirement and moving to Florida. IT will be down to 50% staffing levels starting in August.

IX.   Future Agenda Items.
        -IT Security Project
        -Fiber Network to Access Internet Services for City of Franklin Municipal Business Operations
        -Strategic Technology Plan & Cyber Security Component
        -Vendor Fail Update

X.   Next Meeting Date: Wednesday, July 26, 2023 – 6 p.m.

XI.   Adjournment

        Motion made by Alderwoman Eichmann and seconded by Member Farney to adjourn the June 28, 2023 Technology Commission Meeting at 8:12 p.m. Upon vote, Ayes-All, motion carried.