

City of New London 2017 Departmental Goals



Name	Position	Page
Kent Hager	City Administrator	2
Judy Radke	Finance Director	5
Sue Tennie	Clerk	8
Jeff Bodoh	Public Works	10
Chad Hoerth	Park & Recreation-Building & Grounds	12
Missy Kempen	IT & Mapping	17
Paul Hanlon	Building Inspection & Zoning	19

GOALS FOR THE YEAR 2016-2017
Kent Hager, City Administrator

1. Monitor and participate in settlement of the Spirtas lawsuit regarding the former Simmons property.
2. Keep track of the above property as it relates to the delinquent taxes and its future status. Coordinate with Outagamie County where appropriate. Develop a relationship with the new County Treasurer.
3. Continue to implement out capital projects and equipment plans.
4. Maintain relationships with surrounding townships and Counties. Visit townships annually.
5. Bid out and complete demolition of the former City Shop.
6. Continue to implement the revolving loan fund program and monitor status of current loans.
7. Monitor and stay current on the Highway 15 project.
8. Update the employee pay plan utilizing a private consulting firm to be effective January 1, 2018.
9. Keep informed of the status of our trail options for the City particularly the extension of the Newton Blackmore trail and the possibility of a trail on the Manawa rail segment.
10. Continue to implement the downtown river front building improvement grant program.
11. Implement a new two-year contract with our Police Department union.
12. Help implement the Economic Development Committee goals.
13. Assist where appropriate on the Wolf River dock grant and the river wall rehabilitation.
14. Initiate a succession planning effort to try and anticipate staff turn-over.
15. Stay informed of state and federal legislation that may impact the City. Lobby state and federal legislators regarding important issues.

Kent's Goals: 2016 – 2017
Economic Development Committee Approved:

Goal – Actively assist local businesses

1. Visit local industries and retail and service businesses.
 - Identify and prepare a list of businesses
 - Update the business guide, listing local businesses that provide products and services needed by businesses (accounting, insurance, banking, legal, advertising and promotion, business plan preparation).
 - Work with Laurie Shaw and the Chamber to set up a schedule for meeting with existing businesses. Update the list of topics to be covered with each business (business plan, suppliers, problems, issues with city services, etc.)
 - Identify new businesses as they begin to be established.
 - Monitor building occupancy (Paul Hanlon)

Encourage banks, insurance agencies, realtors, et al. to inform us of new businesses, then identify/establish 'contact points' for each.

Follow up with a 'welcome letter' and copy of the business guide

-Follow up with businesses that leave town.

Conduct exit interviews if businesses leaving New London to determine what caused them to leave.

2. Participate and assist where appropriate with the Forward New London/Connect Communities efforts and encourage improvements to the river front facades of the N. Water Street businesses to include centralized trash in the alley.
3. Assist Commonwealth Development with implementation of their multi-family development proposal on portions of the former Simmons property.
4. Monitor the status of the Northpoint Properties, Inc. subdivision by Jeff Handschke.
5. Continue to participate in an advisory capacity with the Chamber of Commerce Board of Directors.
6. Assist with the proposed Premier partridge Drive Phase II development proposal and our extension of Partridge Drive.
7. Implement the rail line rehabilitation grant program to re-establish rail service to Granite Valley Forest Products.

Goal: Attract new businesses to New London

1. Identify potential entrepreneurs
Identify and research potential business opportunities in New London, establish and publish a wish list and communicate with businesses in other communities to consider moving to or establishing a branch operation in New London.

Research and develop ways to communicate invitations to students to visit New London and establish appropriate, ongoing contacts with FVTC.

Support New London High School efforts :

Send letters congratulating seniors involved with School of Enterprise Marketing.

Support Career Readiness programs

Support and encourage involvement in business contests (Governor's contest, New North, e.g.)

Identify supply chain possibilities with visits to existing businesses. Communicate with existing businesses to identify suppliers, then encourage suppliers to move some of their operations to New London.

2. Support regional efforts to attract new or existing businesses to New London.
Continue to participate in both the Outagamie County and Waupaca County economic development organizations.
Help implement the digital marketing program and work with Bill Zeinert to create and use promotional material
Research, develop and cultivate relationships among area, regional and state press/media representatives for opportunities to advance, promote and market New London to publics within the Fox Valley, State of Wisconsin and beyond, including writing articles for newspapers and magazines, promoting New

London and inviting ideas for economic development (e.g. Kathy Gwidt for the New London School District, Chamber member Jeannie for her business)

3. Communicate with developers regarding possibilities, opportunities and challenges for development in New London.
4. Monitor what other communities are doing to encourage economic development.

Goal: Market city properties, including the industrial park, river property and garage site

1. Develop a concept plan and a market study for the sites
-Discuss ideas Dave Nolan had for sites.
2. Bid out and complete demolition of the former city shop
3. Continue to implement the downtown river front building improvement grant program.
4. Act as a rental agent to get the former Curt's Barbershop building suitable for occupancy and rented out.

Goals for 2016 and 2017

Judy M Radke, Finance Director

1. Health insurance – continue to work with our health insurance consultants to put forth an affordable employee and employer health insurance recommendation that utilizes our local hospital and clinic as in network providers.
2. Budget – continue to monitor the state to ensure compliance and adjust to changes in revenue and regulations.
3. Capital Projects - supervise and monitor capital projects and capital equipment lists. Work with department head, staff and committees to come up with innovative ways to continue to fund the projects that were prioritized in the 10 year capital plan.
3. Risk management – making sure we are making progress towards updating policies and procedures through involvement of all department heads in our annual review.
4. Insurance – continue to monitor new insurance needs. I.e. Cyber Liability policy added in 2015. MPIC – Municipal Property Insurance Company, our new fleet insurance.
5. Training – make sure employees are getting the yearly training required by law. Continue to offer and encourage training to all employees in order to keep them abreast of changes and become more efficient at what they do.
6. Debt service- keep detail track of capital projects and equipment paid with the current debt issue. And continue to monitor debt service to add at times that allows least impact on taxes and maximum benefit to capital projects and equipment.
7. Human resources – monitor the law changes to make sure the City is complying with changes. Most recent example is the change in exempt vs nonexempt status.

Goals of Finance Director

1. To maintain and assure compliance of fund accounting system with all regulatory requirement.
 - a. Responsibility for submitting State and Federal financial reports, and creation of financial statements to be audited.
 - b. Maintain journal of receipts and disbursement, budget to actual data and general ledger for all funds.
 - c. Assist in preparation of annual financial statements and its enterprise funds.
 - d. Preparation of Management Discussion and Analysis.
 - e. Annual disclosure requirements that accompany audit.
 - f. State financial report annual reconciliation.
2. To act as comptroller assuring that the adopted budget is complied with.
 - a. Monitor monthly expenditures and revenues by department, investigating variances.
 - b. Calculate tax levy, calculate and notify counties of special assessment charges.
 - c. Water/Sewer/Electric bill collections.
 - d. Certify tax levy to the County, reconcile collection reports, and prepare tax settlement documents.

3. To assist the Mayor and Council in creation and adoption of an annual budget
 - a. Preparation of annual budget and Presentation to Council.
 - b. Prepare and publish statutory budget notices.
 - c. Supply information for Finance Committee and make recommendations

4. To head the Capital Projects committee
 - a. Continually monitor the 10 year capital plan
 - b. Meet with department heads and gather data to prioritize

5. To prudently invest public funds.
 - a. Invest surplus funds in accordance with statues and policy.
 - b. Insure adequate collateralization and FDIC insurance.

6. To forecast and provide guidance in maintaining the overall financial health of the City
 - a. Debt limit and tax implications.
 - b. Monitor Health insurance changes, ACA, wellness program.

7. To Function as Risk Manager
 - a. Responsible for ensuring safe working conditions for subordinates.
 - b. Insure adequacy of insurance coverage for all City and Utility operations

8. To act as Human Resources Director, along with City Administrator
 - a. Supervise human resource assistant
 - b. Attend training to become informed
 - c. Understand CVMIC and MPIC, fleet insurance.

9. To supervision and evaluate of employees that perform the following functions
 - a. Payroll
 1. Supervise payroll withholdings and contract interpretation
 2. Workers Compensation, Unemployment
 - b. Human Resources
 1. Continual monitoring and updating of Policies and Procedures
 - c. Insurance
 - d. Accounting and budgeting
 - e. Train supervisors to monitor receipting and cash collections

10. To assist City Administer in monitoring and reporting revolving loan fund.
 - a. Prepare state reports
 - b. Balance bank statements

11. To monitor other City associated accounts
 - a. Tourism checking reconciliation and check disbursement
 - b. CDGB bank statements
 - c. Community Cupboard
 - d. Library/Museum Trust
 - e. Cemetery Perpetual Care Funds
 - f. Park and recreation project dollars, Hatten stadium, dog park.

12. To maintain fixed asset and insurable property schedule
 - a. Update fixed asset inventory.

- b. Reconcile insurable property schedules.
13. To Prepare monthly financial report of Finance Committee
 - a. Monthly to actual statements.
 - b. Year end estimates unaudited.
 14. To monitor Debt service administration
 - a. Processing and coordination of payments to DTC
 - b. Debt service planning
 - c. Continual communication with Ehlers
 15. To communicate with co-workers, Common Council, Mayor, various Boards and Committees, vendor, other governmental agencies, the public, ext
 16. To attend Continued education
 - a. Participate in seminars and meetings.
 - b. CVMIC, WGFOA, MTAW
 17. To Monitor TIF District
 - a. Debt payment schedule
 - b. Timing of closure
 - c. Schedules to taxing jurisdictions
 - d. Expenses designated to district
 18. To Supervise WWTP budget, rates and capital needs.
 - a. Monitor revenues to determine timing of rate changes.
 - b. Communicate with staff/auditors on capital needs and determine debt requirements.
 - c. Ensure sufficient retained earnings.

Goals for 2016 - 2017

Sue Tennie

1. Serve as Records Manager.
 - *Keep up to date on public record laws, record management technologies and records retention laws
 - *Handle open records requests
 - *Act as custodian of most City records
 - *Maintain City records and records tracking system
 - *Maintain codification of ordinances
 - *Copy vault filings into Laserfiche program
 - *Organize vault filings
 - *Organize Archives filings
 - *Maintain Records Retention Schedule – Works with other departments on Records Retention for their respective department
 - *Work with other Departments to copy their files into Laserfiche, determine what is important, what needs to be kept, what can be destroyed
 - *Maintain Landlord Listing of City of New London residences
 - *Continue to refurbish and preserve old Assessment Records/Tax Roll Books that are kept in the Archives
 - *Maintain and ensure updates are installed for the Council Rollcall Voting System and Laserfische Retention Program.

2. Serve as Administrator of Elections.
 - *Maintain WI Vote Statewide Voter Registration System
 - *Sustain knowledge of election laws and procedures
 - *Maintain voter records, poll lists and post election reports
 - *Coordinate activities of poll workers and other election officials, including training sessions
 - *Establish biannual election board list
 - *Test election equipment
 - *Coordinate election activity with the WI Elections Commission, County and School District Clerks
 - *Recommend purchase of election equipment and placement of polling places
 - *Assemble and distribute nomination paper packets
 - *Maintain polling place to meeting ADA requirements

3. Prepare reports as required by State and County governments.
 - *Property assessments, TIF Increment Certification, SOA Certification, elections, work permits, licensing
 - *Process yearly invoices for fire protection, chargeback of uncollected net personal property taxes, and sewer usage

4. Assist Finance Committee in matters pertaining to licensing, elections, and records management.

5. Assist City Treasurer, Department Heads and fellow employees when needed.

6. Serve as Secretary to the Common Council and Board of Appeals
 - *Prepare agendas, assemble meeting packets, publish legal notices, minutes, & ordinances

7. Assist Building Inspector and Police Chief
 - *Municipal Code interpretation
 - *Process/publish public hearing notices
8. Work with contracted Assessor, Keystone Appraisal Group.
 - *Prepare Assessment letters, as needed
 - *Answer phone inquiries concerning assessments, lot sizes, zoning, etc.
 - *Work with Assessor maintaining/updating Personal Property accounts
 - *Update property Assessment Cards with new owners, combinations, splits, etc.
9. Assist Department Heads in following established Council and committee procedures, assist in preparing ordinance and resolution changes.
10. Prepare and distribute Cemetery Deeds for new purchases and splits
11. Attend all Common Council meetings and others, as required
12. Administers Oaths of Office and Notary Public requests
13. Board of Review.
 - *Assists in preparation of assessment rolls
 - *Coordinate with Assessor and citizens concerning assessments
 - *Secretary for the Board of Review, complete meeting agendas and minutes, file appropriate reports with DOR on completion of Board of Review
 - *Maintain certification as Board of Review member
14. Process license applications, newspaper publication, and present applications to Finance Committee and Council, issues licenses when granted, keep up to date on licensing law, and recommend ordinance changes regarding licensing
15. Community Cupboard.
 - *Assist Cupboard Director with issues as they arise
 - *Pay invoices, receipt and acknowledge donations
 - *Maintain inventory of revenues, expenditures and gift cards
 - *Prepare yearly reports
16. Customers service responsibilities.
 - Receipt payments for taxes, utilities, licenses, permits, fees, City invoices, special assessments, health insurance
 - Answers general phone lines for Municipal Building,
 - Direct customers toward desired services
 - Issue and process work permits
 - Issue dog and cat licenses
 - Assist with CDBG program, maintain monthly and yearly transaction record
 - Process mail
 - Order office supplies, monitor supply room
17. Retire

GOALS for 2017

Jeff Bodoh, Public Works Director

Improve communications with the public and Council about upcoming construction and maintenance projects.

Assist the City Administrator with any upcoming residential, commercial or industrial development in the City.

Work with the Building Inspector on putting together a demolition specification for the existing City Garage for a spring demolition. Get this project out to bid in late winter or early spring.

Review the risk management and safety policies and procedures for the Department of Public Works, to reduce accidents and injuries.

Continue to work with the Wastewater Treatment Plant crew on improving the crew's and plant's efficiency. This includes working with the treatment plant crew on future improvements and construction projects.

Continue looking at what items the crews currently do that could be contracted out to free up the crews for more important duties.

Work with the Street crew on improving response time for making requested repairs, such as pothole patching and sewer issues.

Work with the Park and Recreation Director on upcoming trail and park projects. Provide technical input when needed.

Look into alternatives to street and utility construction that might save some money and/or minimize neighborhood and traffic disruptions. Alternatives like sewer lining and asphalt milling/overlay. I will be able to determine by the sewer televising reports and video what sewers can be lined and what sewer will need to be replaced by standard construction.

Continue to work with McMahon Engineering, the WWTP crew and the street crew on the sanitary sewer inflow/infiltration reduction project. Eventually this will minimize the flow of clear water into the WWTP and reduce their costs.

Continue working with AECOM, Missy Kempen and other ArcView users on the progress of the City's GIS mapping.

CURRENT PUBLIC WORKS PROJECTS

- I am currently working with Martenson & Eisele on the East Beacon Avenue Project. Late this winter I plan to have that project bid for the remaining sewer work and the roadwork. I will probably assist with the construction oversight of this project.
- I continue working with Missy Kempen and AECOM on the City's GIS mapping project. AECOM has been inputting sewer data.

- The Street Crew has been working on replacing manhole castings and covers that are in bad shape, they also have been replacing sanitary sewer manhole covers with open pick holes with covers that are closed pick holes. The reasons for changing the castings are 1) Safety so vehicles don't flip the covers causing damage and 2) to minimize inflow to the sanitary sewer system during rain events.
- The street crew does routine sewer cleaning and televising of the sewers throughout the City.
- This fall the Street Crew will be doing the pavement removal, excavation and placement of new base course stone on Wisconsin Street. A contractor will be doing the fine grading and paving.

Goals

Chad Hoerth, Park & Recreation Director, Building & Grounds Director

2016 GOALS/PROJECTS-

2016 Signage Projects for the Municipal Building, Library/Museum & New City Garage –Approved in the 2016 capital budget was funding for facility signage projects for 2 facilities (Municipal Building and Library/Museum). As long as I was working on this project I thought it would be a good time to include requests for the new municipal garage (instead of spending more time in the future and creating another bid or proposal specifications at a later date.) Bid specifications were published in early August and due on August 31st. It is anticipated that the council will choose a contractor at the September 13th council meeting and the work will be done yet this fall. To prep for the project I still would need to coordinate the removal of the tree in front of the Municipal Building, run electrical service to each of the sign locations and prepare contracts for signatures.

2016 HVAC Projects- Budgeted in the 2016 capital projects budget was replacement of one Roof Top Unit on the Municipal Building and the Police Department's Condenser Unit. Proposal packets for each project were published in the beginning of August with a due date of August 31st. It is anticipated that the council will choose a contractor at the September council meeting for the work to be completed yet this fall.

Coordination/Construction of the New Municipal Garage- Jeff Bodoh and I have been spending a good amount of time working with Keller structures in regards to the construction of the new Municipal Garage. During the process there have been many "owner furnished" items that have needed our attention, including: facility networking planning, networking connectivity with the WWTP facility and city hall, installation of a radio/TV tower, installation of the security system and fire alarm system and coordination of gate operations (among many other details). Jeff and I will also need to be somewhat involved in moving from the old garage to make sure all staff has a smooth transition into the new facility.

NEWTON BLACKMOUR TRAIL- A kick off meeting with Ayres and Associates is scheduled for September 9th. At that meeting the scope of work will be defined a bit more for a contract to be created (if you recall there are a lot of unknowns going into this project, so we want to make sure the scope of work is as close as it can be with the information we have to date). Once contracts are signed I will be working with Ayres in the development of the potential trail route. The goal will be to apply for grants for the trail and at minimum develop the trail from House Road to Cty Hwy S in 2017. The remaining trail will be budgeted for once a route has been designed and a cost estimate has been determined.

Riverside Boat Launch Extension Project- I will be working with McMahon on this project. A kick off meeting is planned for Wednesday, September 7th. The project includes surveying the area and coming up with a design for the extensions. DNR permits will need to be applied for as well as a 2017 Recreational Boating Fund grant. Construction is planned for some time in 2017 (during lower and slower river current conditions).

Pfeifer Park Community Build Playground Project- Budgeted in the recent bond was funding for ADA accessible playground equipment. The project includes installing new playground equipment at Pfeifer Park. I organized a group of individuals from Raise up New London, New London Youth Baseball, and a mom who has a child in a wheel chair. This group assisted me in developing a plan for the playground structure at Pfeifer Park. The group also expressed strong interest in a "Community Build" project to save thousands of dollars on installation labor. The group will be organizing volunteers for the project. The equipment has been ordered and is expected to be delivered in mid to late September. This project install will be organized by me and city staff, so

there will be a high level of commitment for the project in the last few weeks in September and early October by myself and our staff. City staff will need to prep the site (remove sod, line up and dig holes for all the posts) so the volunteers can come in and install the equipment, which at this time is scheduled for the first weekend in October.

Washington Center Auto Basketball Hoop Retract System- In the 2016 Capital Budgets line up is funds for an Auto Basketball Hoop retract system at the Washington Center Gym. Currently the old system requires trained maintenance staff to lower the chains, get a ladder, hook up the chains to the bottom of the hoops and then retract the hoops. It's a very time consuming process which can't be done by seasonal staff or the public as there are no auto safety "stops" for the motor. I was told that the motor is an old silo unloader motor, which if not stopped at the right moment could continue to crank and could rip the hoops off their brackets. So it's a task that only Ted or Jim currently performs, which if the hoops need to be changed on the weekend or at night is typically an overtime situation. The Auto Basketball hoop system would replace the old system and change the operation to simply inserting a key into a switch and raising or lowering the system easily. The system would automatically stop at the correct intervals. This way we can have seasonal staff complete this task or even check out a key to the public (along with the gym door key) and have them raise the hoops when they need them. To complete this upgrade I will need to create and publish proposal specifications for contractors to "bid" on. I'm anticipating working on the specifications in late October.

Updates to the City Website- Pages still need to be created for all the city's parks and trails. My goal is to sometime in September (as everything will still be looking "Green") take a day and go around to all the city parks/facilities and take pictures of EVERYTHING. Then, when things slow down a bit over winter I can work on developing the park pages.

Assist with the installation of a new projector and screen in the council room- Since we're using the projector and screen so much in the council room, we felt it was necessary to mount a permanent system for easier and quicker set up for all staff. I will assist Missy, Keith and Ted in the installation of the system and how we want to set it up for operation. We'll be looking at installing this system in late 2016 or early 2017.

2017 GOALS/PROJECTS-

1. Franklin Park ADA Playground Project- Similar to the Pfeifer Park project, over the winter a final layout will need to be developed and equipment ordered for the Franklin Park Community Build Playground Project. I anticipate that the build for this will occur after school gets out for summer as many teachers in the Raise Up New London Group have expressed interest in assisting with this build.
2. Paving Projects- Paving projects in the 2016/2017 bond for our department include:
 - Paths to the new playgrounds at Pfeifer & Franklin
 - A path to the new playground at Hatten Park
 - Repaving sections of the trail from Riverside Park (Johnny's Bait Shop) to Shawano Street Bridge
 - Repaving of the trail in Pfeifer Park
 - Repave some of the road west of the Hatten Park Shelter House
 - Repave a dip in the main road of Hatten Park (near the Disc Golf Course)
 - Repave the exit drive at Memorial Park

My goal with the paving projects in this bond cycle was to wait and do these projects in the second half of 2017. The reason being these would be some of the projects we could cut if some of the other bonding projects come in over budget and funding has run out. So my plan is to start working on the bid specifications for these projects in April or May of 2017.

3. Replacement of the Library/Museum Ramp- In the department's proposed 2017 budget will be the replacement of the Library/Museum's front ramp. Christine had a complete evaluation of the facility this past year and one of the items identified that needed attention was the current condition of the ramp. It is easy to see that it is deteriorating. The consultant concluded that it's designed in a way to allow water to penetrate behind the bricks allowing that moisture to freeze and crack the structure. The consultant also stated that brick and concrete shouldn't be "bonded" together, but rather have some type of barrier between them so they can act independently. The metal railings are also rusting badly at the bases, more than likely from salting the ramp over the years. I feel this is a project that is necessary regardless if the building stays as a Library/Museum or if it's converted strictly into a museum. If the project is approved for replacement or repairs, I will need to be involved in the process with hiring a consultant to design specifications for bidding. The project will also need to evaluate a catch basin at the bottom of the north side of the ramp. This catch basin is a "French drain" (not connected to any storm sewer pipes, it just drains straight down into the earth) and fills up during heavy rains to a point that water infiltrates the building.
4. Replacement of Library Carpet- Staff at the library have requested that the carpet in the lower level of the Library be replaced. If approved in the 2017 budget I will need to publish proposal specifications, public notices and create contract documents.
5. Coordination of contracting with WisCorps to work on removal of invasive species on City Property- If you recall, we completed a field forestry survey in the past year. The report identified the problem of invasive plants in many of our heavily wooded areas. Park caretakers do not have enough time to hit this problem with the attention it needs, so I recommended that we contract with WisCorps to have them come in for a week or so and address this problem. Coordination with WisCorps staff will be necessary throughout the process.
6. Time Clock Software- One piece of software that our department desperately needs is an electronic timeclock program. A few years ago we tried to get "Timestar" to work; however, after months and months of attempts the company could not get the program to fulfill all our needs so we scrapped the program. Even though Timestar was a "failure", we did learn a lot in the process. We urgently need a timeclock program for our department due to all the seasonal employees we have. Our supervisors spend hours upon hours each pay period just adding up and processing timecards, not to mention all the human errors we find as it's a VERY tedious process where mistakes can easily be created. Finding a timeclock program to do this correctly would save a ton of time and reduce errors. In 2016 I budgeted some funds to at least look at a timeclock program for our department. We've been testing one for about 5 months now that looks like it could do everything we need for our department; however, we've realized that this program is not user friendly and is a bit complicated to use.

A few months ago Missy came across a new time clock program which is actually owned by the same company that created "Incode", our payroll and accounting software. They have marketed this program called "Executime" to be developed strictly for municipalities. There were two major problems with Timestar, 1) it was not designed really for the needs of a municipality and 2) we had issues getting it to communicate with our payroll program. If Executime is really designed for government and if it can integrate with Incode (it better as they are owned by the same company!) then these would be two major hurdles in getting a time clock program to work for all our employees. We're currently researching if Executime would work for us, but it's interesting to note that the City of Neenah and the City of Waupaca both use Executime. If we find that this program will work this would be a large undertaking in 2017 (or a future year) to configure the

system and train staff in using it.

7. CMMS Software- Along the same line of a timeclock program, our department (Parks and Facilities) really could utilize a CMMS package. CMMS stands for Computerized Maintenance Management System. Essentially the system would be a very detailed way to track our maintenance. We have a small crew in both divisions and staying organized is essential. A CMMC would first of all track work orders. For example, if the Chief finds that something needs repairs at the PD, he could fill out a work order in the system. At that point we can track the issue, track the response time, what was done, the cost of the repairs, etc. We can also in a few “clicks” see if this is a reoccurring issue just by running a report...compared to digging thru a bunch of paper files to find what you need. A CMMS system would also organize our preventive maintenance better. For example, if a piece of equipment needs to be greased or inspected in certain intervals, the system could automatically produce the work orders for staff to complete the job. If other projects proceed as planned, I would like to budget for and implement a CMMS software in the second half of 2017. It would take some time to configure the system and input the equipment that needs to be tracked.
8. ADA Transition Plan- If you recall, the federal government put some mandates on municipalities to come up with an ADA Transition plan. The plan is an evaluation of our “accessibility” and what we need to do to become more accessible. This not only includes making our facilities more accessible, but also our processes and services. We need to come up with official procedures when there is an accommodation request. Paul and I have gone around and inspected many of our facilities (including park facilities). I have a bunch of the information, but now I need to really put everything together. I need to create policies, forms, budgets and training material for our staff. I started working on this, however our Bond projects really have consumed much of my time. As soon as our bond projects are complete this will be a major focus of my time.
9. Strategic Planning- In 2015 we sat down and started working on Strategic Planning efforts for our department. The goal was to work on some long term planning. We began by creating a new mission statement, core values and vision. Since then we’ve been slowly working on some staff exercises developing some planning information. Unfortunately this process has been put on the back burner in 2016 as bonding projects have taken priority. I would like to pick this up again sometime in the near future and continue these exercises.
10. Update Information on NRPA’s PRORAGIS Database- The National Recreation and Park Association has a nationwide data base called “PRORAGIS”. It stands for “Parks and Recreation Operating Ratio and GIS” system. Basically it’s a huge data base with tons of benchmarking and standards for park and rec organizations. According to the NRPA website “PRORAGIS provides the ability to examine the location of facilities (parks) in relation to current demographic and socioeconomic data, allowing proactive planning of facility and program development to better serve their communities.” In a nutshell we can compare what facilities we have compared to the national data. How many parks should we have compared to other communities our size? How many park shelters should we have compared to communities with similar income levels? They are also keeping track of all the facilities in the GIS system for a huge database with exact coordinates. The best way to get data out of the system is to have all your info in the system. So my goal some day is to input our park data into this national database so that we can utilize these national standards for our future planning efforts. I don’t think this will be a 2017 project, but it is something I’m interested in completing.

11. CPRP- Some day in the future on a personal level I would like to take the NRPA's Certified Park and Recreational Professional Exam. This is the standard certification for Park and Rec Professionals. It's a matter of studying for the exam and paying the fee. Ginger currently holds this distinguished certification.

Goals 2017
Missy Kempen, IT Specialist & Mapping Department

Self –

1. GIS Mapping - Continue to learn the new GIS ArcMAP system. Attend meetings with ESRI user groups to see how other communities do certain things on the system.
2. Update the Parcel Numbers, Lot Dimensions and Address Numbers on the GIS system. I have to figure out how to edit the annotations and labels. We originally were told that this was an automatic process done by the parcel updater and have found out now that it is not.
3. Continue assisting with payroll and being backup for the same.
4. Continue working on on-going computer issues, provide computer assistance to other users as needed.
5. Improve my organizational skills. Not only organizing my office space to keep it neat and tidy but also the technology room.
6. Continue to work with Judy on the retirement payout schedule. This schedule estimates when an employee that is on the Wisconsin Retirement System is eligible to retire or when the employee hits 15 yrs employment with the City. Also the schedule estimates how much the City will have to payout to the employee at that time. This was a request from an Alderperson, by doing the project in-house we were able to save a few thousand dollars.
7. Continue to attend GIPAW (Governmental Information Processors Association of Wisconsin) conferences 2-3 times a year. Also ask questions and respond when other members ask questions via e-mail. There is a mass e-mail system that we use to contact each member.

IT –

1. Review the Technology Plan. Now that we are working with PC & Cell Solution, work with Keith on creating new ideas and solutions for the plan.
2. In 2017 install a new exchange server. This is a huge undertaking and will take our emails down for a few days. We currently are on version 2008 and need to go to the latest version 2016. In 2017 Windows will no longer support version 2008. The last time we upgraded was in 2009.
3. Install WiFi Bridges to our remote locations. This will increase the speed that the remote users are getting and allow us to stop paying for Charter internet at each of these locations. They will be running off of our fiber network. We will be installing 2 of these in 2016 yet and 3 in 2017.
4. Still in 2016 we will be updating the technology in the Council Chambers. This includes; new monitors, pc, printer. Along with ceiling mounted projector and screen.
5. Change our DNS from Network Solutions to GoDaddy when our Domain comes due in 2017. The account at Network Solutions shows that Ralph Schmal is the owner of the account and we have no way of correcting it.

Major Items accomplished by Missy Kempen and/or the IT Dept End of 2015 / 2016

Renewed a two year contract with PC & Cell.

A year or two ago I put together a spreadsheet to help streamline the annual budget process for Judy. In 2015 Judy gave me the go ahead to see how it would work. By putting in general fund budget numbers the program was able to generate numbers to work in the budget line items. This cut report creation time down. There still is a few items that needs to be manually entered but that number is reduced by about 75%.

IT separated the Police Department onto it's own VLAN. This was a security move. The Police Department can see some files on the City's system but the City can't see any files on their system.

Changed the City's main internet over to 100/100 Fiber instead of 100/10 coax.

The fiber change over caused a few headaches such as Keith having to switch IP addresses on our systems, including the remote sites routers. This also caused a problem with our emails. But it cleared up other issues we were not aware of for the email. By changing the IP address email servers needed to point to our new address. However after the change we were still not receiving emails. Turns out that our email filter company needed to be aware of the change, not just change it in the system. When we notified them they informed me that our former contractor was receiving the messages that the system was down as he was the only one listed on the account. It took hours but they were able to help me work that issue out.

The Cisco Firewall Router was replaced as an emergency. This router controls all of the city's internet. The router kept dying and needed to be rebooted every hour or so. Then we had issues trying to get the product from the supplier.

We cleaned the tech room. The only mess in there is the maps. However, Jeff and I have found some metal cases that will hold the maps. They will be placed at the new garage once it is built.

Completed my Associates Degree in Computer Support Specialist at FVTC.

Paul Hanlon, Building Inspector/Zoning Administration
2016 / 2017 Goals

1. Completed the comparison of the Zoning Code and Comprehensive Plan. The inconsistencies were addressed and changes to the Municipal Code were completed;
2. Work with Martinsen – Eisele on creating zoning for Tiny Houses. This project will establish the minimum size requirements for the dwellings and the lots they can be placed on.
3. Continue to work on the City’s Emergency Plan. Ben Rank from CVMIC has discussed this project with me and will be following up on the progress in early 2017;
4. Continue working on the ADA plan with Chad. Chad and I were able to complete the site assessments in 2016, however; there is a lot of work to be done to complete this task;
5. Replace the Commercial Electrical Inspector who resigned in 2015. I have an interested person for this position and have obtained the paperwork from Jill to send him to bring him on-board;
6. Continue to work on code enforcement issues as time allows. Junk and unregistered vehicles are the biggest problem with rental complaints. I intend to work with Chief Schlueter on putting together a combined effort to rid the City of unregistered vehicles;
7. Complete continuing education credits to keep inspector certifications current;