

## AGENDA

CITY COUNCIL  
MONONA PUBLIC LIBRARY MUNICIPAL ROOM  
1000 NICHOLS ROAD  
MONDAY, SEPTEMBER 19, 2016  
7:30 P.M.

- A. Call to Order.
- B. Roll Call and Pledge of Allegiance.
- C. Approval of Minutes from September 6, 2016.
- D. Appearances.
- E. Public Hearing. (None)
- F. Consent Agenda. (None)
- G. Council Action Items.
  - 1. Unfinished Business.
    - a. Consideration of Ordinance 8-16-681 Permitting Dogs in Parks on an Interim Basis (Park & Recreation Board).
    - b. Consideration of Results and Recommendations from Emergency Services Dispatch Study (Police Chief and Fire Chief).
    - c. Consideration of Ordinance 9-16-682 Amending Chapter 2, Section 4 of the Code of Ordinances Regarding Committee Membership (City Administrator).
    - d. Consideration of Resolution 16-9-2117 Approving a Right of First Refusal Agreement with RealtyLink Development (City Planner and Economic Development Director).
  - 2. New Business.
    - a. Consideration of Resolution 16-9-2118 Approving an Intergovernmental Agreement Relating to a Shared Sanitary Sewer Serving the Industrial Drive Area in Madison and Monona (Public Works Committee).
    - b. Consideration of Ordinance 9-16-683 Amending Chapter 3, Section 5 of the Code of Ordinances Regarding Hotel-Motel Room Tax (City Administrator).
    - c. Consideration of Ordinance 9-16-684 Creating Chapter 2, Section 4-27 of the Code of Ordinances Establishing a Tourism Commission (City Administrator).
- H. Reports of Committees, Commissions, Boards, Mayor, City Administrator, City Attorney, and Department Managers.
  - 1. Strategic Plan Report from Director of Public Works.
  - 2. Agendas, Supporting Documents, and Minutes are Available on the Monona Web Page – [www.mymonona.com](http://www.mymonona.com).

I. Appointments.

1. Election Inspectors, January 1, 2016 – December 31, 2017:

- a. Kris Lehker
- b. Judy Runk

J. Adjournment.

**NOTE:** Upon reasonable notice, the City of Monona will accommodate the needs of disabled individuals through auxiliary aids or services. For additional information or to request this service, contact Joan Andrusz at (608) 222-2525 (not a TDD telephone number) Fax: (608) 222-9225 or through the City Police Department TDD telephone number 441-0399. The public is notified that any final action taken at a previous meeting may be reconsidered pursuant to the City of Monona ordinances. A suspension of the rules may allow for final action to be taken on an item of New Business. It is possible that members of and a possible quorum of members of other governmental bodies of the municipality may be in attendance at the above stated meeting to gather information or speak about a subject over which they have decision-making responsibility. Any governmental body at the above stated meeting will take no action other than the governmental body specifically referred to above in this notice. POSTED September 15, 2016 on the City Hall, Library, and Community Center bulletin boards and on the City of Monona's website mymonona.com.

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MONONA CITY COUNCIL MINUTES  
September 6, 2016

The regular meeting of the Monona City Council was called to order by Mayor Miller at 7:30 p.m.

Present: Council President Chad Speight, Alderpersons Brian Holmquist, Jim Busse, Doug Wood, Chad Speight, and Mary O'Connor

Excused: Alderperson Andrew Kitslaar

Also Present: City Administrator April Little, Recreation Director Jake Anderson, Fire Chief Scott Sullivan, Police Chief Walter Ostrenga, Detective Lieutenant Sara Deuman, and City Clerk Joan Andrusz

ROLL CALL AND PLEDGE OF ALLEGIANCE

APPROVAL OF MINUTES

Alder O'Connor noted corrections on Page 4: Two references to Wisnet should be corrected to WiscNet.

A motion by Alder O'Connor, seconded by Alder Holmquist to approve the Minutes of the August 15, 2016 City Council meeting as amended, was carried.

Mayor Miller thanks Council President Speight for performing the duties of Council President in his absence.

APPEARANCES

There were no Appearances.

PUBLIC HEARING

There is no Public Hearing.

CONSENT AGENDA

A motion by Alder Wood, seconded by Alder Speight to approve the following, was carried:

1. Applications for 2016/2017 Operator Licenses:
  - a. Christopher J. Connors, Breakwater
  - b. Karla E. Hanson, Breakwater
  - c. Dennis A. Peterlin, Breakwater
  - d. Charrod L. Miller, East Side Club
  - e. Melissa M. Gordon, Joe's Fire Station
  - f. Alicia R. Hurtgen, Snick's Sportsman's Bar
  - g. Alisa A. Beasley, Speedway – Royal Avenue
  - h. Cassandra A. Davis, Speedway – Royal Avenue
  - i. Latiya T. Davis, Speedway – Royal Avenue
  - j. Helen R. Jones, Speedway – Royal Avenue
  - k. Shawn L. Kellum, Speedway – Royal Avenue
  - l. Rhonda M. Moore, Speedway – Royal Avenue

- m. Kyle E. Wood, Speedway – Royal Avenue
  - n. Lindsey O. Conklin, Village Lanes
  - o. Patrick R. Kellogg, Independent
2. Applications for 2016 Temporary Operator Licenses:
    - a. Kelley D. Van Egeren, Aldo Leopold Nature Center
    - b. Susan M. Carr, Monona Public Library
  3. Application for 2017 Temporary Operator License:
    - a. Susan M. Carr, Monona Public Library

### UNFINISHED BUSINESS

Alder Speight reported the Parks & Recreation Board wanted action on dogs in parks during Mayor Miller's term. The Ordinance under consideration is a reasonable answer to the so far failed dog park effort and he hopes it will be adopted permanently. It will be effective as soon as signs are erected through 2017.

Alder Wood stated he supports dogs allowed in parks on leashes but the 50 foot restriction eliminates dog walkers from large areas. Those on some streets and sidewalks would be in violation. Specific examples at each park were provided and some areas overlap. People will violate the Ordinance because of so many restricted spaces. He suggests a 10 foot restriction would be adequate for dogs under control of their owner. Language should be added expressly allowing leashed dogs on streets, athletic fields when not in use, sidewalks, and pathways with a 10 foot restriction. There could be different restrictions for playgrounds.

Recreation Director Anderson stated no specified leash length and retractable leads is an issue. The Board's intent was handling multiple dogs interacting, park maintenance, etc., not restricting dogs from parks and fields when not in use. Alder Speight stated he wants simple, reasonable criterion and enforceable limits. Conflicting viewpoints resulted in this compromise but he would like to the Board to consider Alder Wood's suggestions. Alder Busse agrees.

Mayor Miller stated he is not clear on enforcement and doesn't like rules that aren't enforced. Alder Holmquist stated enforcement is complaint-driven; signs prohibiting dogs are up now. Alder O'Connor stated news would spread if someone was cited. Alder Speight stated the Ordinance will be somewhat self-enforcing. Mayor Miller stated he will be proposing an easier solution: a dog park. A motion by Alder Speight, seconded by Alder O'Connor to approve Ordinance 8-16-681 Permitting Dogs in Parks on an Interim Basis was withdrawn.

A motion by Alder Wood, seconded by Alder Speight to table Ordinance 8-16-681 Permitting Dogs in Parks on an Interim Basis until the next meeting, was carried.

### NEW BUSINESS

City Administrator Little reported the expected signed documents pertaining to Resolution 16-9-2117 Approving a First Right of Refusal Agreement from the City of Monona to RealtyLink Investments, LLC were not provided in time for meeting packet inclusion. The parcel in question is near Kohl's Department Store on West Broadway at South Towne Mall. Ownership is not clear. The agreement would guarantee them a return on any work they may do. Mayor Miller is interested if it keeps South Towne viable. Kohl's originally didn't want the land but this developer does. No action was taken.

A motion by Alder Busse, seconded by Alder Wood to suspend the rules and take action on Resolution 16-9-2114 Approving a Capital Budget Amendment for the Upgrade of the Fire Department Communications System, was carried.

Fire Chief Sullivan reported a control station and a port on Fitchburg's gateway that converts an analog radio signal to digital will allow the Department's radios to be on the DaneCom system when it finally goes live on November 1. The Department's analog channel works better than Dane County's digital in the Monona area and for building penetration. He wants to use Dane County dispatch because the City's gets too busy. Mutual aid providers would be able to talk on the Department's channel. Mayor Miller stated this equipment would be desired no matter the outcome of the work group study of the City's dispatch department.

A motion by Alder Busse, seconded by Alder Holmquist to approve Resolution 16-9-2114 Approving a Capital Budget Amendment for the Upgrade of the Fire Department Communications System, was carried.

A motion by Alder Busse, seconded by Alder O'Connor to suspend the rules and take action on Resolution 16-9-2115 Purchase Approval of Fire Department Communication System Upgrade to Incorporate Frequency on the DaneCom System, was carried.

Fire Chief Sullivan stated this allows the purchase of the equipment in the previous budget amendment.

A motion by Alder Busse, seconded by Alder Holmquist to approve Resolution 16-9-2115 Purchase Approval of Fire Department Communication System Upgrade to Incorporate Frequency on the DaneCom System, was carried.

A motion by Alder Busse, seconded by Alder Speight to suspend the rules and take action on Resolution 16-9-2116 Approving a Memorandum of Understanding with the City of Fitchburg for the Use of Unused Ports on Fitchburg's Gateway to the DaneCom System, was carried.

Alder Wood stated this is not a request to use the port but the City would pay maintenance and conversion costs. The actual gateway is \$8,200 plus purchase and installation costs. This is not reflected in the Memorandum of Understanding.

A motion by Alder Busse, seconded by Alder O'Connor to approve Resolution 16-9-2116 Approving a Memorandum of Understanding with the City of Fitchburg for the Use of Unused Ports on Fitchburg's Gateway to the DaneCom System, was carried.

Mayor Miller began discussion of the Results and Recommendations from Emergency Services Dispatch Study, thanking the Work Group for their efforts and for providing their study materials. Tonight's focus will be on Recommendation #2 as that is the option of the four reviewed that the Group prefers in terms of expense and service deliverability. City Administrator Little reported the Group looked at improvement of dispatch services for the Fire, Police, and EMS Departments. 911 calls on landlines are dispatched by Monona; cell phone calls are dispatched by Dane County and are then transferred to Monona. Police are totally dispatched by Monona. The Group's recommendation is to move Fire to Dane County Dispatch and look at landline 911 as equipment needs to be replaced.

Detective Lieutenant Deuman reviewed the cell phone call report. The majority are business line non-emergency calls. This is encouraged as it provides quicker service for local businesses. Actual 911 calls are a very small portion of total calls. 95% of calls are for Police, much fewer for EMS and Fire.

Police Chief Ostrenga stated the current CAD will be maintained but won't be improved. Fire Chief Sullivan stated moving Fire calls to Dane County won't cost anything. Monona is the only community in Dane County that is not dispatched by Dane County. Cell phone calls are switched back and between channels and information may be missed. This simplifies the process as both channels are monitored. Monona Dispatchers will still have the City channel so storm work can be done directly. The drawback is personnel won't be familiar with voices and tones of voices, which does convey the severity of the call.

Fire Chief Sullivan stated response time may be quicker because more cell phones calls are received. The City Dispatcher can still page the Fire Department out if needed. They are all on one channel. The change will free up City Dispatchers for all the other Police work they do. Police Chief Ostrenga reported 1% of calls were for Fire. If Dispatch is busy, there may not be an immediate response, but the change will improve this.

Police Chief Ostrenga stated Sun Prairie has moved 911 calls to Dane County, but they haven't had total success. Officers can't talk to the caller or Dispatcher. There is only CAD data to read which has to be entered by a call taker and sent quickly to the appropriate dispatch center to be done before the next call comes in. Detective Lieutenant Deuman stated that without a live caller the Officers can't be updated as situations change or more information is received. Cost is the only reason a community wouldn't want to maintain its own 911 system. Dane County wants only 911 calls and won't transfer certain types of calls. City Administrator Little stated Dane County is unable to accommodate local community preferences in what is a higher priority call because they handle so many calls.

Alder Busse stated \$150,000 could be saved in equipment upgrade costs if the City asked Dane County to send every cell and landline call. Detective Lieutenant Deuman stated Dane County is not doing that in Sun Prairie. Fire Chief Sullivan stated he is open to look into that in the future but not all concerns were answered. Police Chief Ostrenga stated Dane County is doing that for some communities but says they will only send Monona CAD. Middleton is waiting and watching, following a recommendation to wait a year at least.

Alder Wood stated the Group's Sun Prairie visit showed they don't want the City to change to Dane County because of the issues they were having. Police and Fire received different data and went to different addresses. One incident that goes wrong would cover the \$150,000 cost. Familiarity with the community is an important factor. Alder O'Connor stated she initially thought the cost savings was a good reason to change but the benefits outweigh the cost. Verona is not happy with Dane County. Mayor Miller stated the DaneCom experiences shows caution should be used. Alder Wood stated sending all calls to Dane County provides a good cost savings but the County would ask for a levy exchange. There would be no after-hours personnel in City Hall so residents wouldn't be able to get an actual person for a non-emergency call or visit. Dane County has a phone tree for non-emergency calls.

Alder Holmquist asked whether other communities would like Monona to provide their 911 service. Police Chief Ostrenga stated McFarland does but doesn't want to pay and wants its own dispatch center. Mayor Miller stated the personal service available to citizens is invaluable and includes checking on people and noise complaints. Non-emergency calls, which are the bulk of the calls, would not be answered.

City Administrator Little provided information on Ordinance 9-16-682 Amending Chapter 2, Section 4 of the Code of Ordinances Regarding Committee Membership. During the recodification process Department Heads recommended review of numbers of members because of quorum problems with larger memberships. Alders agree that many times not enough members attend. Alder Speight suggested alternate members who can fill in and be trained at the same time so they're ready to become full members as vacancies occur. Mayor Miller suggested the Ordinance can state alternates are allowed but he wants them vetted. City Administrator Little stated the Board of Review and the Board of Appeals are

quasi-judicial and need alternates in cases of conflicts of interest. Section 2-4-25 (b) (2) should be corrected to eight (8) citizen members.

City Administrator Little began Discussion of Recodification Section Recommendations. A limitation on the time a pop-up soft-sided structure can be up was added so they can't be allowed permanently. Mayor Miller suggested this should have further review. Milton is dealing with shipping container houses so the City may want to be proactive on those. City Administrator Little reported firewood storage is clarified, abatement procedures are more streamlined, and the section on abandoned vehicles won't be revised. References to "Village" will be changed to "City".

Police Chief Ostrenga reviewed changes. The citation section was cleaned up and citation issuance was added to the Code Enforcement Officer. "Minor" is now "juvenile" and "calls" are now "cases". The section on smoking will be repealed as it is now in the statutes. A dog is considered "at large" if it is off the owner's premises, not under control by a leash, or not within a vehicle or other enclosure.

Fire Chief Sullivan reviewed changes which he will send to members; he didn't have them in time for meeting packet inclusion. The ambulance chapter was recently revised so has no changes. "Volunteer" was removed from the Fire Department section and the agency name. Fire prevention now matches state law and NFPA standards. A penalty will now be charged for three false alarms in twelve months.

## REPORTS

Fire Chief Sullivan provided a Strategic Plan Report. Fire apparatus has been ordered and some has been received. Regular inspections are being performed at multi-family and commercial buildings. DaneCom is set to be operational November 1. A vehicle replacement schedule is in place; the goal is to reduce the fleet by one squad. New priorities include using the scheduling program to provide forms and polices for staff access. The new Public Safety building has been taken off the budget but he will continue to request it. The bays are too small for backing up vehicles. The most recent radio purchase was in 2009 with a FEMA grant. Dane Eklof is the expert on staff. Defibrillators are used on almost every call. It transfers blood pressure and vitals directly to the hospital heart lab. EKGs can be read and seen. Mayor Miller wants it to be a priority to continue partnering with other communities on expensive large equipment where it makes sense. Fire Chief Sullivan reported a "group buy" doesn't always work because of varying needs such as rural versus urban vehicle set-up.

Police Chief Ostrenga provided a Strategic Plan Report. There is a schedule for annual vehicle replacement. Construction updates are complete on security glass, metal door, kitchen, interview rooms, and ammunition storage. Video storage is upgraded and scheduling is done online. Items in progress include a communications study and DaneCom. CIS will update and fine tune policies and procedures; this will be partially funded by CVMIC. Two new bicycles have been purchased. Pedestrian and bicycle issues are being researched by Project Coordinator Brad Bruun. There are no openings currently for recruitment of minority Officers; a paid intern may be considered. A major problem is that other cities pay for training. MATC provides training but they are also having recruitment issues. Police Chief Ostrenga reported a new Public Safety building is needed. The City Hall building is worn out and the upgrades are only cosmetic. The Bray Study proves this need and he'd like the Study discussed by the Council. Body cameras will be received in October; Mayor Miller called Panasonic to get compatible equipment.

Mayor Miller stated he wants this equipment and appreciates the Department's efforts. The new building project needs its own work group to study the current building issues. It will be a multi-year effort. Alder Speight reported Police Chief Ostrenga was on a WORT radio show and did Monona proud. Police Chief Ostrenga reported it is hosted by retired Lieutenant Frank Fenton and focuses on statutes concerning the Police & Fire Commission.

City Clerk Andrusz reports Absentee voting will be available in City Hall October 3 through November 4, Monday through Friday excluding holidays, from 8:00 a.m. to 5:00 p.m.

Mayor Miller reported on the following:

- Capital Budget work and meeting planning is underway. Members were asked if they preferred one or two nights of review. Lighter budgets could be combined with a Council meeting for one of the nights with larger budgets on the second night. They should be held by the end of September. He is looking at a two-year budget to have it ready for the new Mayor. Members agree two nights separate from a Council meeting is preferred.
- The City's equalized value has increased by 5%; Madison and the state only increased 3%. Epic coming off TIF gave Verona a 17% increase.
- He spoke at a Mayor's conference two weeks ago and will share the information he received.
- Swimming pool revenues are great this year. Many people told him management and hours were a plus. He received a document with 100 signatures expressing thanks for Recreation programs.
- The UniverCity Year kick-off is September 14 at Aldo Leopold Nature Center. It was noted that the program was given funding in the state budget. Wally Jankowski will provide, pro bono, metrics to measure outcomes.

#### APPOINTMENTS

A motion by Alder O'Connor, seconded by Alder Wood to approve the following Appointments, was carried:

Election Inspectors, January 1, 2016 – December 31, 2017:

- a. Marty Beck
- b. Wendy Beck
- c. Deb Seeliger
- d. Kisiah Johnson
- e. Cherie Goetz
- f. Veronica Willsey
- g. Kathy McNally
- h. Angela Davis
- i. Barb Minor
- j. Dan Minor
- k. Susan Fox
- l. Jane Rouleau

#### ADJOURNMENT

A motion by Alder Busse, seconded by Alder Wood to adjourn, was carried. (10:09 p.m.)

Joan Andrusz  
City Clerk

## Proposed Amendments to the Dogs in Park Ordinance

These are amendments to the proposed that I respectfully request the Parks Board to consider. New language is underlined and language removed is shown with a strikethrough.

SUMMARY OF PROPOSED AMENDMENTS: The proposal would make the following changes to the currently proposed amendment:

1. Decrease the restricted zone from fifty feet to ten feet generally and twenty feet for picnic shelters and playground structures. Limits the Park Director's authority to temporary prohibitions.  
(Parks Board Recommendation: 20' of all facilities including Gazebos, and adding Indian Mounds)  
(When Non-Fenced Athletic Fields are not in use, dogs allowed on soccer/baseball/softball fields)  
No Dogs allowed inside tennis courts or fenced athletic fields at anytime

As explained in more detail in my prepared comments that I used at the September 6 city council meeting, the fifty-foot restriction would make large areas of city parks off limits for dog walking. In addition, I don't understand the purpose of a fifty-foot restriction or what problems justify that restriction given that the dogs would be leashed.

2. Adds gazebos to the list park-related structures where the ten-foot restriction would apply.

It wasn't clear to me whether gazebos would be covered by the terms public park building or picnic shelters.

3. Expressly permits leashed canines on public sidewalks, public pathways and public streets.  
(Parks Board Recommendation: Accept this amendment, intent was to allow dogs on all park paths, sidewalks.

Under the current proposal dog walkers wouldn't be allowed on substantial sections of the Nichols Road and Healy Lane sidewalks and the pathway extending from Nichols Road to Greenway.

4. Expressly permits leashed canines to be on athletic fields when they are not in use (but prohibits canines to be on the Ahuska Park baseball field and Haukereid Field whether in use or not).  
(See Above comments regarding allowing leashed dogs on athletic fields when not in use.  
Tennis Courts, and fenced in athletic fields would be not allowed for dogs

I think this change may have been the Park Board's original intent, but it wasn't written that way. Excluding dogs from athletic fields or courts when not in use would very significantly reduce the area where dog walking would be allowed. Combined with the restrictions related to park shelters, dog walking would be prohibited in nearly all of Winnequah Park east of the lagoon.

5. Allows dogs at public or private events at the discretion of the event sponsor with appropriate signage.  
**Parks Board Recommendation: Accept amendment with also allowing groups to not allow dogs at their events...ie Farmer's Market, Monona Festival, etc if they so choose)**
6. Removes the sunset provision because the Park Board can always recommend changes to the city council if problems arise.  
**Parks Board Recommendation: Accept removing the sunset provision (4-2 vote)**
7. Removes the requirement to display rabies and registration tags. This provision is redundant because the ordinances already require such display.  
**Parks Board Recommendation: Accept amendment**
8. Requires the city to install appropriate signage to notify the public of the restrictions.

**Parks Board Recommendation: Accept amendment with understanding that additional funding of up to \$2,000 would be needed for signs and installation.**

**Proposed Text**

Section 2. Notwithstanding the provisions of section 12-1-1(b)(17) of the Code of Ordinances, canine pets shall be permitted in all City parks during times such parks are open to the public on the following conditions:

- a. No canine shall be within ~~fifty~~ ten feet of any public park building, ~~picnic shelter~~, athletic field/court when in use, ~~playground structure~~ gazebo or delineated beach; and at such other locations temporarily posted by order of the Park and Recreation Director, or their designee.  
\*\*\*
- ~~e. All canines shall display on their collar current rabies and registration tags.~~
- e. No canine shall be within twenty feet of any picnic shelter or playground structure.
- f. No canine shall be permitted within fenced park facilities, including the Ahuska Park baseball field and the Haukereid Field and other such facilities as may be established in the future.
- g. Notwithstanding any other provision of this ordinance, canines are permitted on any public sidewalk, public pathway, or public street notwithstanding their proximity to any public park building, picnic shelter, athletic field or court whether in use or not, playground structure, gazebo or delineated beach, unless temporarily posted by order of the Park and Recreation Director or their designee.
- h. Notwithstanding any other provision of this ordinance, canines may be allowed at public or private events at the discretion of the event sponsor. The event sponsor shall post appropriate signage indicating whether canines are permitted or not.
- i. The City shall post appropriate signage notifying the public of areas where canines are not permitted.

Section 5. This ordinance shall take effect upon passage and publication as provided by law ~~and sunset at midnight on January 1, 2018~~, unless otherwise directed by the Common Council.

Drafted by Doug Wood on September 7, 2016

# **EMERGENCY DISPATCH STUDY REPORT**

*September 2016*

## **Participants**

- Alderman Doug Wood
- Alderwoman Mary O'Connor
- City Administrator April Little
- Fire Chief Scott Sullivan
- Police Lieutenant Sara Deuman
- Police Chief Wally Ostrenga
- Larry Reed, Public Safety Committee
- Mary Anne Reed, Citizen

INTRODUCTION .....	3
OVERVIEW OF CURRENT SITUATION .....	3
Current Dispatch .....	3
Communications Systems .....	5
DISCUSSION OF OPTIONS .....	6
DISCUSSIONS WITH PEER COMMUNITIES .....	7
Sun Prairie Dispatch; Meeting with Lt. Teasdale .....	7
COMMENTS FROM MEETING AT DANE COUNTY EMERGENCY DISPATCH .....	9
Services from Dane County .....	9
RECOMMENDATIONS .....	11
EXHIBITS .....	12
<i>Figure 1: Monona Dispatch Call Breakdown .....</i>	<i>4</i>
<i>Figure 2: Number of Calls for Service .....</i>	<i>4</i>
<i>Figure 3: Calls for Service by Type 1 .....</i>	<i>5</i>
<i>Figure 4: Calls for Service by Type 2 .....</i>	<i>5</i>

## INTRODUCTION

The participants were assigned the task of reviewing the current emergency dispatch systems for Monona, which encompasses fire, police, and EMS, to investigate whether there may be any improvements to responsiveness, service levels and cost savings. Our goal was to explore various alternatives to service, and to do that in detail. Dispatch is a complicated system in which we must consider technical, service, staffing, security and responsiveness issues in addition to cost. The group took several tours and met with several peer city representatives and the Dane County Public Safety Communications Center, summarized below.

- Tour and discussion of Monona’s dispatch center.
- Tour and discussion of Dane County’s dispatch center.
- Tour and discussion of Sun Prairie’s dispatch center.
- Discussion with Verona’s Police Chief.
- Reviewed draft report and recommendations with Public Safety Commission.

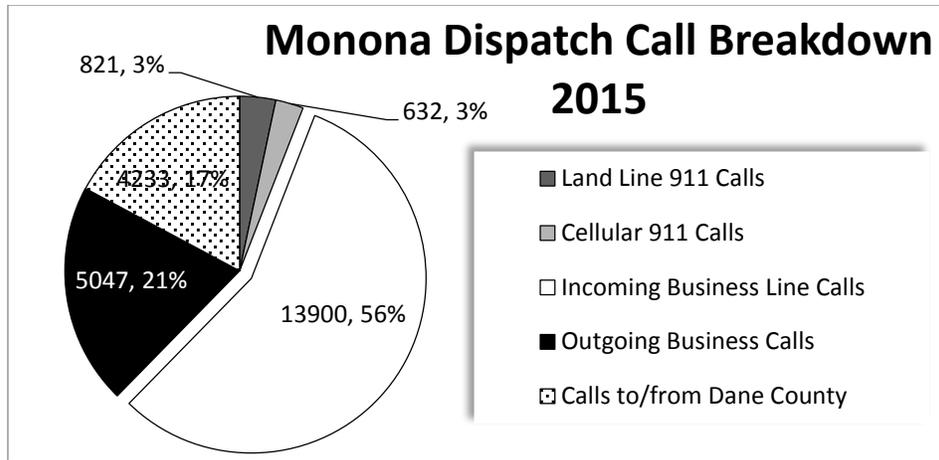
## OVERVIEW OF CURRENT SITUATION

### Current Dispatch

The best way to understand the complex flow of communications traffic is to review exhibits one and two, but below is a brief summary of which agency receives and dispatches which emergency service:

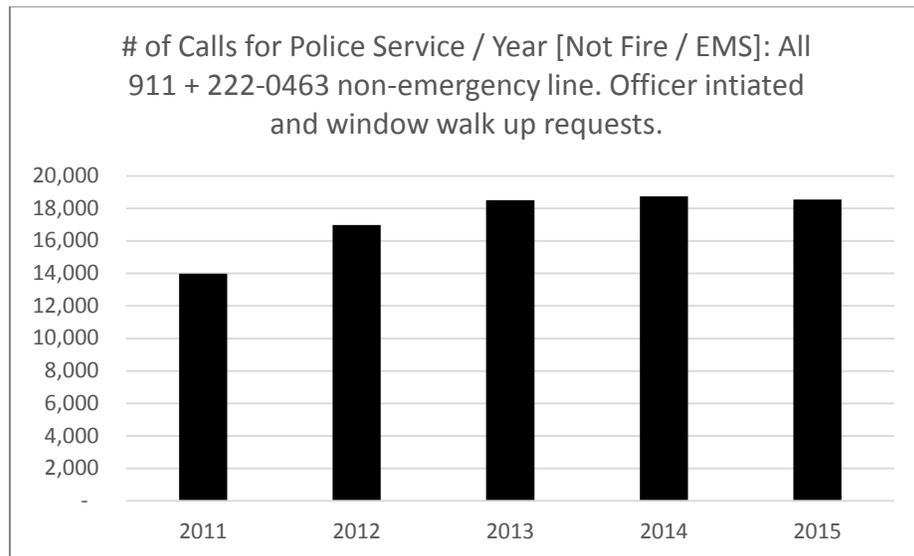
911 Landline	Calls within Monona are received by <b>Monona</b>
911 Cell Phone	Calls received by Dane County and transferred to Monona
Police	Dispatched by <b>Monona</b>
EMS	Dispatched by Dane County with a pre-alert by Monona Dispatch when initial calls are received by Monona
Fire	Dispatched by <b>Monona</b>

In 2015, a total of 24,633 phone calls were made and received by Monona dispatch, which may be broken down as follows. The clear majority were non-911 calls made to the non-emergency number of 222-0463. This is an average of about 53 incoming calls per day. They are handled by four full-time and five-part time dispatchers. Only one dispatcher is taking calls at any given time; this is the staffing total needed to provide 24-hour / 365 day per year coverage.



*Figure 1: Monona Dispatch Call Breakdown*

On average, more than 18,000 calls for police service are received and entered into the Global computer added dispatch software (CAD) each year. Multiple calls regarding one incident are recorded as one “call” (i.e. if five people call 911 to report a single car accident).



*Figure 2: Number of Calls for Service*

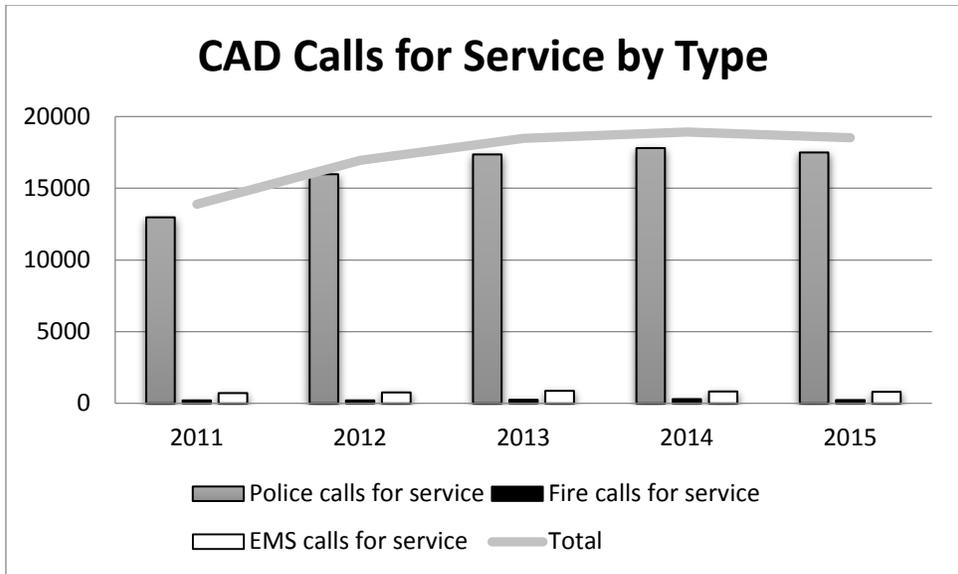


Figure 3: Calls for Service by Type 1

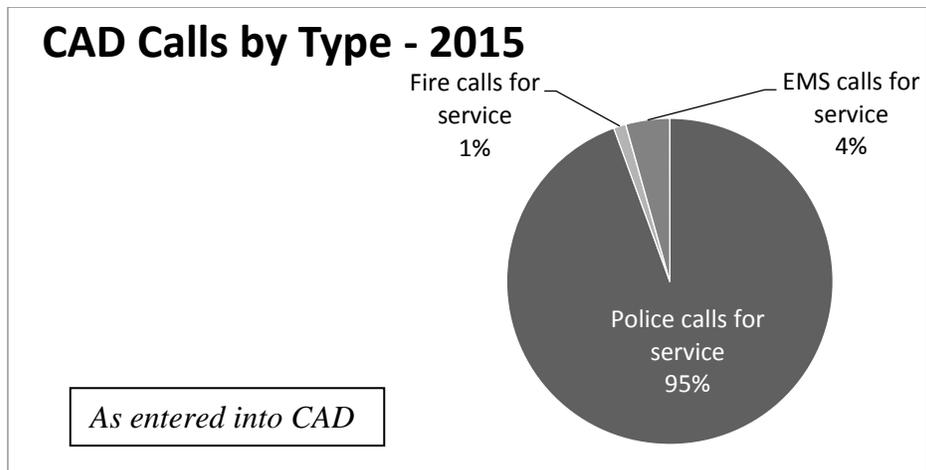


Figure 4: Calls for Service by Type 2

## Communications Systems

The City of Madison 800 MHz system works great for the Monona police department. It is the same system as used by Madison, and works better for an urban setting. Monona is able to monitor the radio traffic from the Madison Police Department, which is important due to Madison's close proximity. DaneCom was designed to work better for outlying areas. The Fire Department is already required to have DaneCom. It is unknown if we can remain on the 800 MHz system if Monona police were to be dispatched by Dane County. All the 800 MHz Monona portable, mobile and dispatch radios have been replaced during the last five years. Monona has

over more than 20 portable radios at \$3500 each. If we were to switch to DaneCom, portable radio replacement would be an additional cost. All squads have an 800 MHz and VHF mobile radio in them, so making a change in the cars would not create additional costs. The biggest question with a switch to the DaneCom system would be if the radios would work in our urban area.

Currently Monona receives four to five 911 calls each day; the trend is toward increasing number of cellular phones (versus land lines). The cellular calls are received by the Dane County Public Safety Center now, and then police or fire calls are transferred back to Monona. Emergency 911 circuits are limited, with only three dedicated to Monona dispatch. Monona EMS, along with the rest of the area is dispatched by Dane County. Currently, Monona dispatch (Police/Fire) uses the Global CAD system; Dane County is on Tri-tech CAD which works well for them. Monona is part of the Multi-Jurisdictional Public Safety Information System (MPSIS) consortium with four other cities using Global. Switching all to Tri-tech would cost \$200,000@ (all); however the annual maintenance fees would be reduced by approximately 50%. Monona’s share of this total cost would be about \$25,000 - \$30,000.

Monona EMS is currently using Tri-tech CAD, both Medic 60 and Engine 4 have Tri-tech CAD installed in each vehicle.

## DISCUSSION OF OPTIONS

Please see exhibit 4 for a discussion of pros and cons for each of these options.

### **Option 1 – No change**

### **Option 2 – Fire to Dane County**

911 Landline	By <b>Monona</b>
911 Cell Phone	By Dane County and transferred to Monona
Police	By <b>Monona</b>
EMS	By Dane County
Fire	By Dane County

### **Option 3 – Fire + 911 to Dane County**

911 Landline	By Dane County and transferred to Monona
911 Cell Phone	By Dane County and transferred to Monona
Police	By <b>Monona</b>
EMS	By Dane County
Fire	By Dane County

## **Option 4 – All Dane County Dispatch**

911 Landline  
911 Cell Phone  
Police  
EMS  
Fire

## DISCUSSIONS WITH PEER COMMUNITIES

### Sun Prairie Dispatch; Meeting with Lt. Teasdale

- i. **Services provided by Dane County.** Sun Prairie has 911 calls answered and Fire now being dispatched by Dane County; police are dispatched by Sun Prairie. They are in a trial phase since February 2016, which has been extended until August because of technical issues to resolve.
- ii. **Protocol for call transfers** – Operational procedures must be standardized. However, this has not worked out as smoothly in practice. Sun Prairie had requested a phone conference from a “tie line,” (so Sun Prairie can pick up the call from Dane County), which was tested but not practical because Dane County’s criteria of an emergency needing a transfer does not match Sun Prairies.
- iii. **Personnel** – Sun Prairie’s existing police dispatch staff is having a difficult time covering all their shifts with qualified personnel.
- iv. **Technical issues** – Fire transition was smooth, no issues. They sent letters and did advertising for alarm switches. Only issue was with school system tests.

To switch 911 calls to Dane County dispatch, AT&T lines must be severed, which is permanent. There is no cost to switch service off, but there would be substantial fees to turn it back on. They do allow a 90-day trial period, and this has been extended.

The group took a tour of the Sun Prairie dispatch center. Sun Prairie has had several concerns with the Dane County dispatch service: awkward CAD screen interface, wrong address, wrong response sent, and lack of communication. One call can generate three incidents (Fire/Ems/Police Department), and it can be easy to miss information updates because of the interface. For example, an address update may not show up on the title screen because Dane County has been putting them in the call notes section. Therefore, they have done a structured analysis to examine problems and determine whether the problem was at the Sun Prairie or Dane County end, and have had discussions with Dane County to resolve.

A major factor is that Sun Prairie and Dane County do not have the same CAD system (Sun Prairie has Global, similar to Monona; Dane County has Tri-Tech). Having the same CAD system would probably solve most issues. Fitchburg, which also uses Global, has had similar issues. The county had one of their technicians write a program that converts the Tri-Tech entry into data that is received by the Global CAD system. They are calling this CAD4CAD. The way it is received by the Global CAD is very confusing and takes a lot of concentration on the part of the dispatcher to understand what services are being requested. Global has been bought out so its future use is a bit in limbo and is being addressed with Monona's regional consortium, MPSIS. Each mobile unit is a separate license cost. Not being able to have the receiving dispatcher talk directly with a caller is an issue which limits the gathering of pertinent information to relay to officers, sometimes causing officer safety concerns.

**b. Verona Dispatch; Discussion with Chief Bernie Coughlin**

Verona emergency services (police and fire) are dispatched by Dane County. Coughlin was previously with Brookfield, where they had their own dispatch and then relinquished it to the county. He said the only pro to county dispatch is costs savings, at least initially. Quality and control of future costs are issues. The advantage to having municipal dispatch is quality control based on citizen wants. He felt that Dane County was moving more toward 911 dispatch service rather than dispatch services (other than 911), and 911 are fewer than 10 percent of all calls. For example, if something more important was occurring somewhere else in the county, Dane County may not dispatch someone quickly to a "cold scene burglary," and that may be an important service to a citizen.

It is harder to speak to a live person with everyday questions. Some of the disadvantages are the Dane County staff understandably do not know local landmarks if a person does not know an address. Also, Dane County will not provide driver's license data to an officer if needed (i.e. the officer is not in the car or computer is broken); this can be critical information. Non-911 calls are "stacked" (delayed) and local officers are then not dispatched quickly.

Also, a very recent legal change may require a report to be submitted within 24 hours; this can be a problem over the weekend or staff has to be brought in and paid overtime. Coughlin said that it is not possible to eliminate all staff; it does not save as much as you would think. Coughlin said the change from a board to an advisory board was significant, as the municipality does not get to vote on final policy. Coughlin said if Monona goes to county dispatch, "you will regret it."

The group discussed how the county was going to recoup any additional expenses by adding Monona to their duties. In the past they proposed a fee over three years to take on all dispatch duties (\$300,000 over 3 years), but have now come up with the idea of a levy adjustment. Regarding county levy funding, it was brought up that communities signed up earlier were not being charged.

## COMMENTS FROM MEETING AT DANE COUNTY EMERGENCY DISPATCH

### Services from Dane County

Generally, Dane County has different staff members answering incoming calls (“call takers”), who stay on with the caller. “Dispatchers” are staff who actually talk to the units in the field (Police, Fire and EMS) via radio and direct the emergency services. The call taker for example will gather as much information as they can from a caller such as “is he breathing” then enter the information into the CAD which goes to a dispatcher for transmission to field units. The Monona personnel are both call takers and dispatchers. There are also dedicated Dane County dispatchers for fire and ems, separate from police. Overall, the group was impressed with the professionalism of the call takers and dispatchers at Dane County.

i. **Can** provide:

1. Fire calls can be dispatched.
2. Answer all 911 calls and information sent via CAD4CAD to the Monona dispatch center.
3. Police calls for service dispatched – with some adjustments (add channel and staff). Again, these translate to about 18,000 calls per year. They don’t know if Monona PD would be able to remain on 800 MHz (possibly sharing a dispatcher with Madison PD), or have to switch to DaneCom.
4. EMS – is currently Dane County-dispatched, but Monona pre-alerts the Monona EMS via intercom and radio if the 911call is from a land line or from a Police Officer in the field.
5. Middleton currently handles Monona’s overflow 911 calls if all 911 lines are busy, although this is a very rare occurrence. Currently, Monona has three dedicated 911 lines.

ii. **Can’t** provide:

Dane County Emergency Services would not be able to provide services to Monona that include City Hall 24-hour security and operating hours, fire alarm monitoring, walk up service, local records access, local knowledge of landmarks and events, and emergency notifications for other departments (i.e., Public Works, Administration, etc.).

b. **Protocol for call transfers (obtain copy of policy); Queue for calls**

- i. Non-emergency calls received after hours: Dane County uses an interactive voice response system to prioritize (“press 1...”), which is programmable. Can transfer, but lose call back number; can either conference call or disconnect (can be done both ways).

- ii. Other types of non-emergency notifications
  - 1. Extreme emergencies – would dedicate one priority dispatcher (backfill)
  - 2. Public Works calls – would go to call tree. Can set up to dispatch Monona crews.
- c. **Staffing** – If Monona’s police dispatch is added, Dane County would need to add up to four FTEs.
- d. **Technical System Issues**
  - i. 800 MHz vs. DaneCom – going digital will not hurt Monona. 800 MHz has superior coverage and performance. Madison, UW and Capitol Police also have 800 MHz. No objections to Monona keeping the system.
  - ii. Equipment needs
    - 1. Should be acceptable for Fire to keep its channel, but a Gateway (i.e. a computer link that allows digital and analog to work together on the DaneCom system) will be required whether Fire is dispatched by Monona or Dane County.
    - 2. CAD – Tri-tech or Global? This is unresolved at this moment regardless of which option is chosen, and is being discussed by the MPSIS consortium.
  - iii. DaneCom – Dane County can dispatch through DaneCom or the 800 MHz system. Modeling of impact could be done to determine impact of 800 MHz use. The system is scheduled to go live on November 1, 2016.
- e. **Costs**
  - i. 911 and Fire can be absorbed without additional Dane County staffing.
  - ii. Police – would look at staffing and radio reprogramming. Would most likely require levy transfer for hiring dispatchers.
  - iii. If another community would join Dane County dispatch, staffing costs would go down.
- f. **Timeline to implement**
  - i. CAD testing and interface are required to take on the 911 calls. Fire can be quick turnaround, approximately 3 – 6 months. Fire and EMS could be 2016; law enforcement would need no less than 12 months to get everything in order for a transfer making, the change in 2017 at the earliest.

## RECOMMENDATIONS

The work group unanimously recommends option 2 – moving fire dispatch to Dane County and keeping 911 and police dispatch service in Monona. However, they would be open to discussion of moving 911 service to Dane County at a later date. The work group did express concerns about Monona's cost (@\$150,000) and timeliness of 911 system replacement expected to be necessary within the next two years if we keep 911 in-house. The reasons for the recommendation are as follows:

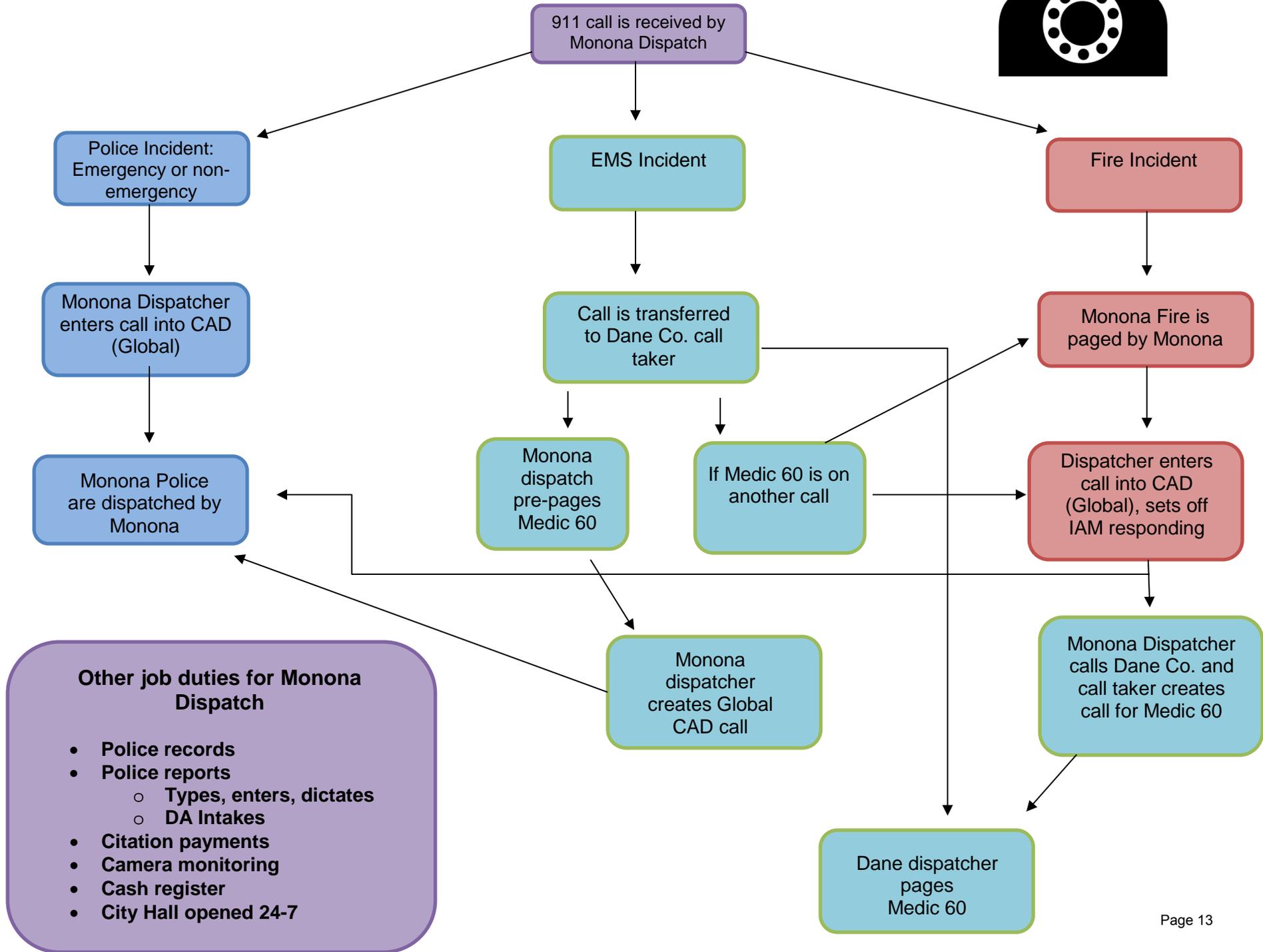
- 1) Allowing Dane County to dispatch Fire and EMS allows for greater consistency across the county, and allows Monona's dispatch to be dedicated primarily to police services.
- 2) Despite the increasing use of cell phones, 911 calls via land line are still the majority at this time.
- 3) The group would like to continue its observation of Sun Prairie's transition experiences, to learn from the best processes to make the difficult transition.
- 4) At this time, Monona has the largest population of seniors in Dane County. This population group in particular has expectations of in-person service and faster dispatch. It may also have a great deal of difficulty navigating a phone tree for the non-emergency line.
- 5) The group had concerns with difficulty of an outside agency would have in helping direct services without a concrete addresses. Instead, callers often use landmarks (i.e. "the statue by St. Mary's). Another example is directing emergency personnel to a specific person at a very large event in a large park, such as the Community Festival.
- 6) Allows local control of protocols. This was extremely important to the work group. For example, a call from Wal-Mart regarding theft – the biggest source of calls on the Monona non-emergency number – would be a very low priority county-wide and would probably greatly decrease the number of suspect apprehensions.
- 7) Maintains clerical and non-emergency support staff
- 8) Allows greater direction of staff
- 9) Maintain existing 24 hour emergency services
- 10) Greater familiarity with community and residents
- 11) Higher service level, especially with non-emergency issues. The clear majority of calls are to the non-emergency line and many of these come from commercial businesses. If these non-911 calls are dispatched by Dane County, callers will be directed to a phone tree which may frustrate many callers. A great many calls received relate to strictly non-emergency questions, such as "when is the Community Festival" which obviously Dane County could not be expected to answer for every community.
- 12) Allows City Hall to be open and monitored 24 hours
- 13) Allows 24-hour emergency warming / cooling shelter
- 14) It is uncertain which CAD system will be used by the MPSIS consortium. CAD interface was a source of some trouble.

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## EXHIBITS

1. Flow Chart for Land Lines
2. Flow Chart for Cellular Calls
3. Illustration of 800 VHF vs. DaneCom
4. Comparison of Pros and Cons for Each Option
5. Comparison of Cost Impacts for Options
6. Excerpts from Previous Study by MPSIS

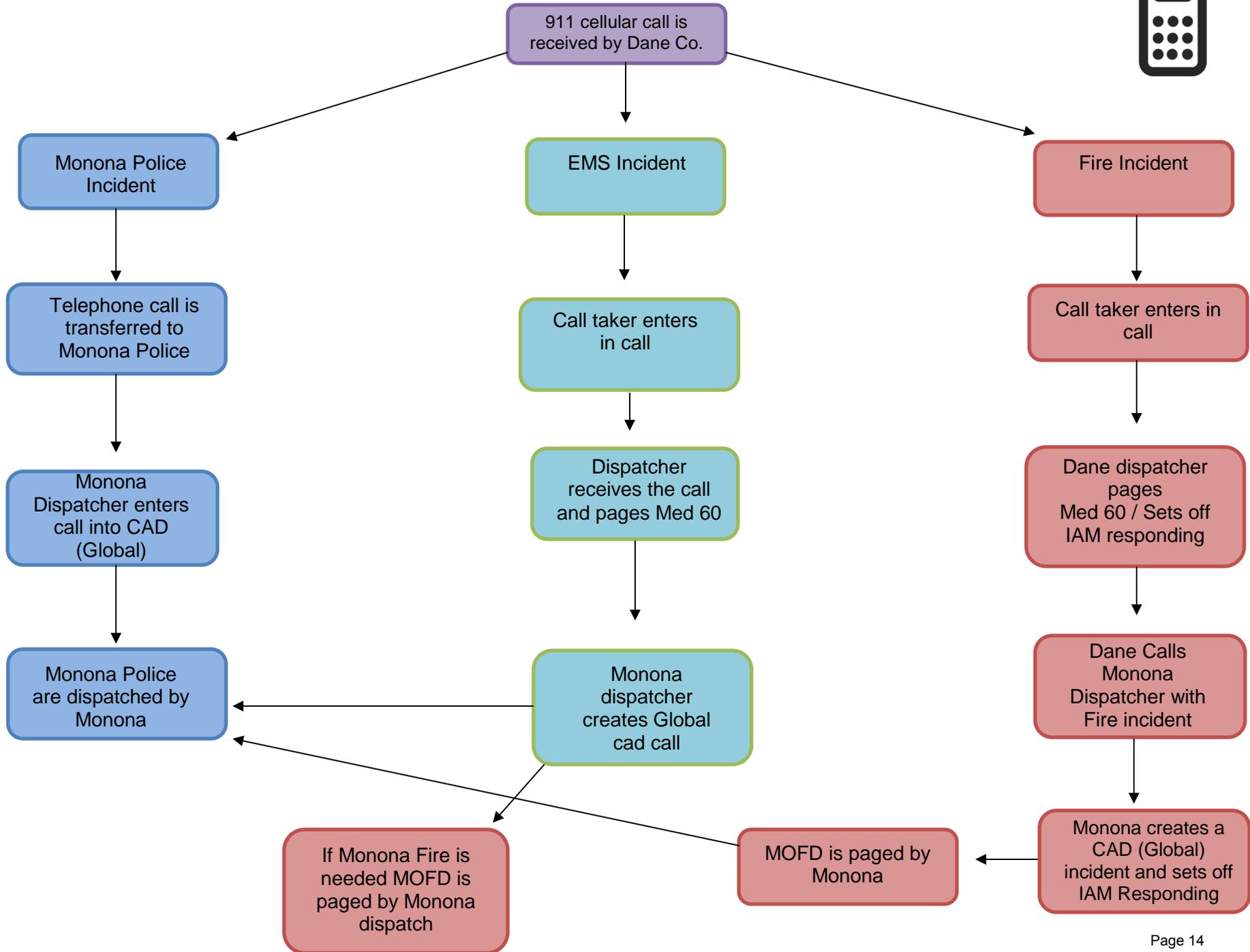
# Monona dispatch flow chart – Land Line 911

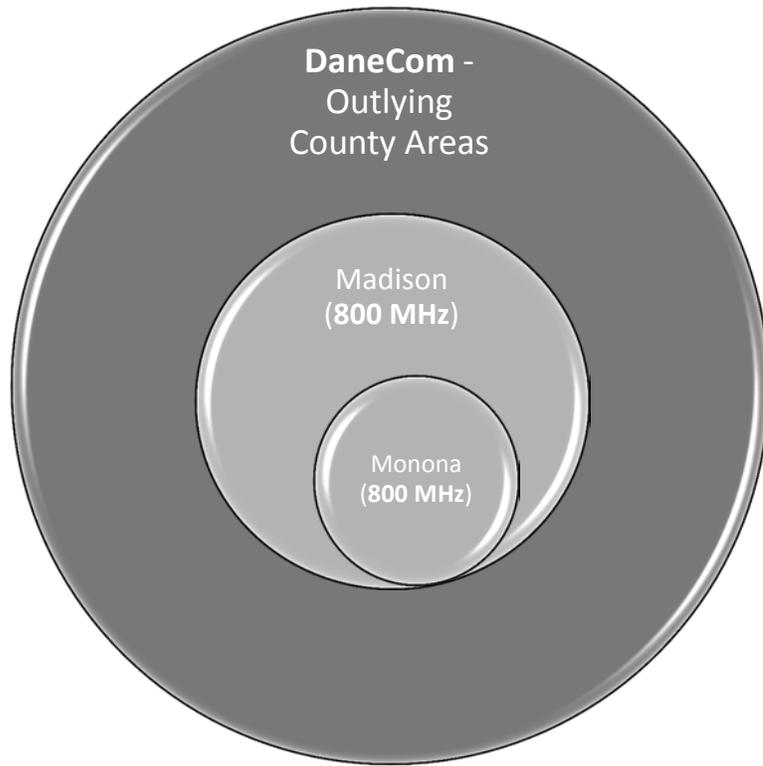


## Other job duties for Monona Dispatch

- Police records
- Police reports
  - Types, enters, dictates
  - DA Intakes
- Citation payments
- Camera monitoring
- Cash register
- City Hall opened 24-7

# Dane County Communication Center Flow Chart – Cell Phone 911





OPTIONS	1	2	3	4	NOTES
	No changes	Fire to Dane County	Fire + 911 to Dane County	All Dane County Dispatch	
<b>Pros</b>					
<b>Cost:</b>			Save future capital 911 expenses.	Save future capital 911 and some personnel expenses.	Personnel costs may be imposed by county, but shifted onto county tax roll.
<b>Equipment:</b>					
<b>Staffing:</b>	Allows max control of protocols (except 911)	Allows control of PD protocols (except 911)	Allows max control of PD protocols (except 911)		
	Maintains clerical and non-emergency support	Maintains clerical and non-emergency support	Maintains clerical and non-emergency support		
	Allows greater direction of staff	Allows greater direction of staff	Allows greater direction of staff		
				Majority of LE dispatched by single agency.	
<b>Responsiveness:</b>	Maintain existing 24 hr services	Maintain existing 24 hr services	Maintain existing 24 hr services	Increasing number of 911 calls are wireless	Many 911 calls are for EMS (Dane County dipatched)
	Greater familiarity with community and residents	Greater familiarity with community and residents	Greater familiarity with community and residents		
	Higher service level, especially with non-emergency issues	Higher service level, especially with non-emergency issues	Higher service level, especially with non-emergency issues		
		Fire would use same dispatch system as all other munis	Fire would use same dispatch system as all other munis		
		Dedicated Fire dispatcher (no other duties) - decreases delay	Dedicated Fire dispatcher (no other duties) - decreases delay		
		Eases load on PD dispatch	Eases load on PD dispatch		
		Increased consistency with fire protocols	Increased consistency with fire protocols		
<b>Access:</b>					
<b>Security:</b>	Allows building to be open and monitored 24 hours	Allows building to be open and monitored 24 hours	Allows building to be open and monitored 24 hours		
<b>Other Issues:</b>	Allows 24-hour emergency warming / cooling shelter	Allows 24-hour emergency warming / cooling shelter	Allows 24-hour emergency warming / cooling shelter		

OPTIONS	1	2	3	4	NOTES
	No changes	Fire to Dane County	Fire + 911 to Dane County	All Dane County Dispatch	
<b>Cons</b>					
<b>Cost:</b>	Future capital 911 expenses.	Future capital 911 expenses.	911 transfer issues with minimal information; cannot talk to caller	Will increase DaneCom costs	
<b>Equipment:</b>				Unknown what radio system will work for MOPD	Would need to change call auto routing, possibly obtain more equipment.
<b>Staffing:</b>				Will still need minimum 2 FT and 1 PT records personnel. Little to no control over personnel issues Reduce alarm monitoring - other dpts (water, SCADA) Reduce window service for ticket collection and non-emergency issues 911 transfer issues with minimal information; cannot talk to caller	Dane County may also need to hire staff; offset on taxes
<b>Responsiveness:</b>				Other community events > reduce Monona air access Little control over protocol Mutual aid responses may increase (less service for Monona)	
		Will require educating alarm monitoring companies of change in contact.	Will require educating alarm monitoring companies and Psa to citizens about change in contact.	Will require educating alarm monitoring companies and Psa to citizens about change in contact.	
<b>Security:</b>				Reduce security camera monitoring of City Hall	
<b>Other Issues:</b>				County has no records access to Monona files Reduce building access after hours (meetings, radio)	

EMERGENCY COMMUNICATIONS	2016	NO CHANGES	FIRE ONLY	FIRE & 911 TO DCCC	ALL TO DCCC
	DEPARTMENT	Cost Increase/ Decrease for	Cost Increase/ Decrease for	Cost Increase/ Decrease for	Cost Increase/ Decrease for
	BUDGET	Option 1	Option 2	Option 3	Option 4
DISPATCH SALARIES	\$174,209.00	\$174,209.00	\$174,209.00	\$174,209.00	\$87,104.50
SHIFT DIFFERENTIAL	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00	\$1,750.00
LONGEVITY PAY	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
LEAVE WAGES	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$3,000.00
WAGES, PART TIME	\$25,000.00	\$25,000.00	\$25,000.00	\$25,000.00	\$10,000.00
DISPATCH OVERTIME	\$11,000.00	\$11,000.00	\$11,000.00	\$11,000.00	\$1,000.00
FICA	\$16,807.74	\$16,807.74	\$16,807.74	\$16,807.74	\$8,403.87
WISCONSIN RETIREMENT	\$12,850.79	\$12,850.79	\$12,850.79	\$12,850.79	\$6,425.40
LIFE & DISABILITY INSURANCE	\$300.00	\$300.00	\$300.00	\$300.00	\$150.00
HEALTH INSURANCE	\$39,805.00	\$39,805.00	\$39,805.00	\$39,805.00	\$19,902.50
PROFESSIONAL DEVELOPMENT	\$1,500.00	\$1,500.00	\$1,500.00	\$1,500.00	\$750.00
FITNESS INCENTIVE PROGRAM	\$350.00	\$350.00	\$350.00	\$350.00	\$175.00
UNIFORM ALLOWANCES	\$1,000.00	\$1,000.00	\$1,000.00	\$1,000.00	\$500.00
CRIMINAL RECORDS CHECKS	\$2,300.00	\$2,300.00	\$2,300.00	\$2,300.00	\$2,300.00
SERVICE CONTRACTS (Breakdown below)	\$76,418.00	\$76,418.00	\$76,418.00	\$73,218.00	\$98,799.00
OUTSIDE SERVICES	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
DISPATCH SUPPLIES	\$1,500.00	\$1,500.00	\$1,500.00	\$1,500.00	\$1,500.00
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	<u>\$372,540.53</u>	<u>\$372,540.53</u>	<u>\$372,540.53</u>	<u>\$369,340.53</u>	<u>\$241,760.27</u>

**POSSIBLE CAPITAL SAVINGS/EXPENDITURES**

911 System Replacement	\$150,000.00	\$150,000.00	(\$150,000.00)	(\$150,000.00)
New Phones For Dispatch/Records 2 positions			\$10,000.00	\$10,000.00
DaneCom / Radio Change from 800 MHZ to VHF*				\$70,000.00
City Hall Main Entrance Door Locks**				\$4,000.00
City Hall Main Entrance Safe Area				\$10,000.00
Phone: City Hall front door phone and signage				\$1,500.00
Camera Update: Lobby and Front Entrance				\$3,000.00
CAD Changeover: 2 Dispatch positions	\$20,000.00	\$20,000.00	\$20,000.00	\$20,000.00
CAD Changeover: Squads/Mobile Software***	\$15,000.00	\$15,000.00	\$15,000.00	\$15,000.00
FD GATEWAY CONNECTION (interface & 1 time pay)	\$8,000.00	\$8,000.00	\$8,000.00	\$8,000.00
****FD would also incur approximately \$7,000 in annual fees - service contracts				
Subtotal	<u>\$193,000.00</u>	<u>\$193,000.00</u>	<u>(\$97,000.00)</u>	<u>(\$8,500.00)</u>

\*Possible MOPD could stay on 800 MHz and be on the MPD channels.

\*\*Possible front doors may need replacement due to there being no frame around doors for installation of locking mechanism causing a substantial increase in this estimate

\*\*\*Possible MPSIS will pay this amount due to change from Global to Tri-Tech CAD

**Breakdown of Service Contracts  
SERVICE CONTRACTS**

Global RMS/CAD Fees (Potential reduction in CAD)	\$48,005.00	\$48,005.00	\$48,005.00	\$48,005.00	\$48,005.00
MAPD 800 MHz Radio	\$4,000.00	\$4,000.00	\$4,000.00	\$4,000.00	\$4,000.00
General Communications (Radio, dispatch equip service)	\$6,204.00	\$6,204.00	\$6,204.00	\$6,204.00	\$6,204.00
AT&T Phone Circuits DPW & Fire Radio	\$2,800.00	\$2,800.00	\$2,800.00	\$2,800.00	\$2,800.00
AT&T Positron Phone System Access (Co remote access)	\$1,600.00	\$1,600.00	\$1,600.00	(\$1,600.00)	(\$1,600.00)
TIME System Charges (Criminal history and license cks)	\$1,440.00	\$1,440.00	\$1,440.00	\$1,440.00	\$1,440.00
Language Line (Translation service)	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00
Dane Co. / Madison Program Fees (jail and police records)	\$2,250.00	\$2,250.00	\$2,250.00	\$2,250.00	\$2,250.00
DaneCom Fees (*Estimated Radio System Fees)	\$4,419.00	\$4,419.00	\$4,419.00	\$4,419.00	\$30,000.00
Leads Online (Pawn transaction access)	\$1,750.00	\$1,750.00	\$1,750.00	\$1,750.00	\$1,750.00
Schedule Anywhere (Employee scheduling program)	\$576.00	\$576.00	\$576.00	\$576.00	\$576.00
Deer Creek (Policy and Employee tracking software)	\$624.00	\$624.00	\$624.00	\$624.00	\$624.00
TraCS Support (Citation and Accident report program)	\$2,500.00	\$2,500.00	\$2,500.00	\$2,500.00	\$2,500.00
Fire Alarm Monitoring 5211 Schluter					\$5,000.00
IT Room Heat Monitoring 5211 Schluter					???
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	\$76,418.00	\$76,418.00	\$76,418.00	\$73,218.00	\$98,799.00

**Capital/Operational Expenditures**

City Hall Main Entrance Door Locks					\$4,000.00
City Hall Main Entrance Safe Area					\$10,000.00
Phone: Front Door & Sign					\$1,500.00
Phones: Dispatch x 2 positions					\$10,000.00
Camera Update: Lobby and Front Entry					\$8,000.00

<b>Radio Change Over: 20 new portables @ \$3,500 each**</b>	<b>\$70,000.00</b>
<b>FD Gateway (1/2 capital, 1/2 annual costs)</b>	<b>\$15,000.00</b>
<b>CAD Changeover x 2 Dispatch positions</b>	<b>\$20,000.00</b>
<b>CAD Changeover Squads x 10*</b>	<b>\$15,000.00</b>
<b>DaneCom fees may increase substantially</b>	<b>\$30,000.00</b>
<b>Total</b>	<b>\$183,500.00</b>

To: Mayor Miller and City Administrator Marsh

From: Chief Ostrenga

Date: January 11, 2013

Re: MPSIS Dispatch Study

We are scheduled to meet with the MPSIS group on Monday, January 28, 2013 at 1 pm at the Fitchburg City Hall. The MPSIS Dispatch Study is attached. The following is a summary of some of the pros and cons I see from this study.

***A. General Comments for the MPSIS Group having their own dispatch centers. This consists of Fitchburg, Middleton, Sun Prairie and Monona. Verona is dispatched by Dane County.***

**1. Positives:**

- Consolidation has the potential to save all the departments on capital expenditures and equipment updates.
- Consolidation could save operations expenditures for Middleton and Sun Prairie, but only if all the departments consolidate.
- Consolidation could provide an environment with a higher standard of training, professionalism and more uniform dispatch protocols.

**2. Negatives:**

- Creation of a governing board with multiple levels of supervision, which would have accountability, but also has a lack of local control.
- Lack of local knowledge.
- Potential that a larger center will ultimately restrict the type of calls the local centers handle on a daily basis.
- Larger volume of calls by one center, which could lead to lower service level (i.e., timers put on the allowable length of call).
- Ratio of officers on the radio to dispatchers will be increased. This will lead to conflicts over air time use.
- Officer safety issue, as officers might not be able to call off each traffic stop with additional units on the air.
- None of the communities share common borders that would encourage sharing a common frequency. Therefore a serious incident in one community could disrupt radio use in another sharing the same frequency.
- There is no guarantee that all of the current dispatchers would be hired by the new consolidated center.
- There may be issues with changing software on all squad laptops to different Mobile Data Programs depending on the option selected. This may lead to increased costs due to consultation with outside agencies IT personnel for programming.

**B. Individual Comments pertaining to Monona:**

**1. Positives:**

- All of the above in section A.1., and the following.
- During serious incidents there would be additional personnel available to assist in managing the calls.
- In the event of our dispatch center goes out of service, there would be a backup center readily available using the same systems.

**2. Negatives:**

- All of the above in section A.2., and the following.
- Monona would still have to fund two full time records personnel, thereby negating any savings to the annual operations budget. It would actually cost Monona more to participate in a consolidation with the MPSIS model.
- Monona operates on the Madison 800 MHz radio frequency. We've been told by the DaneCom group that the new system was not designed to function very well for daily use in the Madison/Monona area. So there are questions regarding communications with the MPSIS group and also if Dane County dispatched us on a Madison 800 MHz channel.
- Ratio of officers on the radio to dispatchers will be increased. This will lead to conflicts over air time use. The current ratio for Monona averages 2-4 officers and our Fire Department to 1 dispatcher. This would increase to 10-12 officers to 1 dispatcher with the MPSIS model; and excess of 25-35 officers or more to 1 dispatcher with the Dane County model.
- The Monona Fire Department would have to change their communications operations and radio procedures with any change to the current dispatching system.
- Officers might not be able to call off each traffic stop with additional units on their assigned frequency. This has an effect on officer safety and traffic enforcement productivity.
- There would be additional consolidation expenses for radios, computers, programming, licenses, CAD software, etc.
- The Monona City hall would have to be locked up and secured at the end of regular business hours and weekends. Also a call box or special phone would have to be installed for after hours emergencies.
- The city hall complex fire alarms, along with all the wells would have to be monitored by another agency.
- Under the MPSIS model, the number of video cameras being monitored live now would be reduced from 12 down to 2. Under the Dane County model, no cameras would be monitored.
- Officers who may be out at the police department with a prisoner would have no one to call for back up if they were to become engaged in a physical altercation at the PD. Currently our dispatcher can hear/monitor these officers and call for appropriate back up if needed.
- Outside agencies (i.e. State Patrol, DNR, etc.) would be unable to access the police department to process arrests (OWI) without calling a Monona PD officer off the road to allow them access to the building.

# OPTION 3: DISPATCH BY DC PSC

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A third option for consideration is to transfer call taking and dispatch services to DC PSC.

## **Current Services Provided**

The DC PSC provides 9-1-1 and non-emergency call dispatching services to the City of Madison, the Dane County Sheriff's office, and all Dane County towns and municipalities with the exception of Fitchburg (9-1-1 call taking only), Middleton, Monona, Stoughton, Sun Prairie, the Capitol Police, and the UW Police Department.

While MPSIS municipalities maintain their own communication centers, they also receive service from the DC PSC. 9-1-1 land line calls are answered by local communication centers. If the call is deemed to be for EMS services, basic information is obtained and the call is forwarded to the DC PSC for coding and dispatch of services. Fire service calls are routed to the DC PSC for final dispatch in the city of Middleton. Sun Prairie dispatches fire calls within its city limits, but transfers any fire calls located outside of the city to the DC PSC. Monona dispatches all its fire department's calls.

Law enforcement calls are generally answered and dispatched by each local center. Fitchburg, however, has a unique arrangement with the DC PSC. Fitchburg's 9-1-1 land lines are routed to the DC PSC and are answered there. Calls requiring a law enforcement response are entered into DC PSC's software, which interfaces with Fitchburg's software and notifies the communicator there to dispatch appropriate services. Lastly, all cellular calls (emergency and non-emergency) are routed to the DC PSC, with the exception of those originating in the City of Middleton. Cellular calls are answered by the DC PSC and either dispatched or transferred to the appropriate local center for dispatch of services, depending upon the type of call.

## Governance

The DC PSC is governed by the Public Safety Communications Board. The Board consists of several representatives who provide operational direction to the Center. While the Board may have input into the budget submitted by the Center Director, it does not have funding authority. That authority remains with the County Executive and County Board.

The City of Madison Police, Fire/EMS and the Dane County Sheriff's Office each have a representative on the Board. All other law enforcement agencies' interests are represented by one Board position, appointed by the Dane County Chiefs of Police Association. County Fire and EMS departments' interests are represented similarly, each by one Board position appointed by the Dane County Fire Chiefs Association and the Dane County EMS Association respectively.

## DC PSC Operations

The DC PSC has 86 employees, which includes 70 full time and 2 part time communicators, 8 supervisors, and 4 IT staff. Work shifts generally run from 6:30 a.m. to 2:30 p.m., 2:30 p.m. to 10:30 p.m., and 10:30 p.m. to 6:30 a.m., with three additional power shifts scheduled to accommodate high volume call times throughout the day. Shifts are staffed with call takers to attain a standard of service equivalent to 90 percent of 9-1-1 calls being answered in 10 seconds or less. Dispatchers are staffed according to the radio channels monitored. Currently, dispatchers are assigned as follows:

- Fire/EMS Dispatch: one for the City of Madison and one for Dane County 7x24
  
- Police Dispatch: one for City of Madison and one for the county 7x24
  - (plus) one additional City of Madison dispatcher from 1200 – 0230 daily
  - (plus) tactical dispatchers taken from the call taker ranks when needed

- Data Dispatch: one for the entire county (with a back-up who typically is engaged in call-taking until the primary data dispatcher becomes busy, at which time the back-up assists) 7 x 24. This dispatcher also handles animal services and MPD civilian parking

Table 9 shows the existing number of county and suburban officers assigned to one DC PSC law enforcement dispatcher. These officers are assigned to routine calls for service.

Table 9: Ratio of DC PSC County Law Enforcement Dispatcher to Officers

<b>Time Period Beginning</b>	<b>Units Checked In and Assigned to Routine CFS</b>
<b>00:01</b>	<b>38</b>
<b>04:00</b>	<b>29</b>
<b>08:00</b>	<b>40</b>
<b>12:00</b>	<b>46</b>
<b>16:00</b>	<b>46</b>
<b>20:00</b>	<b>47</b>

Call volumes and calls for service reported by the DC PSC are listed in Table 10.

Table 10: DC PSC Call Volumes and Calls for Service

	<b>2010</b>	<b>2011</b>
<b>Wireless 9-1-1 phone calls</b>	<b>120,584</b>	<b>127,760</b>
<b>Wire line 9-1-1 phone calls</b>	<b>44,850</b>	<b>41,733</b>
<b>Non-emergency phone calls</b>	<b>178,907</b>	<b>171,993</b>
<b>Police calls for service</b>	<b>360,000</b>	<b>354,000</b>
<b>Fire calls for service</b>	<b>7,300</b>	<b>8,000</b>
<b>EMS calls for service</b>	<b>27,687</b>	<b>31,970</b>

The DC PSC has fourteen 9-1-1 phone lines and eight non-emergency lines. The non-emergency lines feed into an electronic phone tree, which diverts non-emergency calls for service from 9-1-1 lines to keep them available for true emergency calls.

The center's 2010 operating budget was \$6,699,853, and its 2011 operating budget was \$6,822,030. The DC PSC reports that no revenue was received for services provided from municipalities dispatched by the center in either year.

## DC PSC Service Proposal

The MPSIS members authored a survey for the DC PSC to complete as part of this project. The survey contained questions designed to garner information about the costs and benefits of authorizing the DC PSC to answer and dispatch 9-1-1 emergency and non-emergency calls (see Attachment 9).

The DC PSC envisions a future where it would serve as the sole communications center in Dane County and is actively working toward that goal. In the survey response, DC PSC Director John Dejung stated that the DC PSC added extra workspace during its remodel in anticipation of future consolidation with local public safety dispatch centers in Dane County. He also stated that the DC PSC is in the process of implementing a new CAD system from TriTech and references a capital improvement plan that includes technological and equipment upgrades to move the county toward the next generation of 9-1-1 telephony. These technological improvements and their benefits would be available to any municipality serviced by the DC PSC (see Attachment 9).

The DC PSC responded that it could accommodate both the MPSIS members and the Stoughton Communication Center by adding 12 to 15 full time communicator positions for a cost between \$780,276 and \$975,345 annually. It could accept calls from the members as early as 2013, with two months notice, but would prefer to wait until 2014 when the CAD project will be complete and the DaneCom radio system will be operational.

These positions would allow the DC PSC to add one call taker and dispatcher position 24 hours per day. The DC PSC would add a call taker position to most shifts and an additional dispatcher position would be used to introduce a division of the current county radio traffic pattern into “east” and “west” sectors. The existing dispatcher position for the county radio traffic will be assigned one division and the proposed dispatcher position would be assigned the other division. There would continue to be one data dispatcher for the entire county. Monona officers would be assigned to City of Madison talk groups, as they both operate on the same radio system. Table 11 below shows how this proposed radio traffic split would affect the number of county and suburban law

enforcement officers assigned to the DC PSC dispatcher with Fitchburg, Middleton, and Sun Prairie units added.

Table 11: County and Suburban Law Enforcement Officers per DC PSC Dispatcher with Proposed Radio Traffic Spilt

<b>Time Period Beginning</b>	<b>County and Suburban Officers Assigned to Routine CFS</b>
<b>00:01</b>	(38 exist + 22 new) / 2 groups = <b>30 officers</b>
<b>04:00</b>	(29 exist + 22 new) / 2 groups = <b>26 officers</b>
<b>08:00</b>	(40 exist + 31 new) / 2 groups = <b>36 officers</b>
<b>12:00</b>	(46 exist + 31 new) / 2 groups = <b>39 officers</b>
<b>16:00</b>	(46 exist + 27 new) / 2 groups = <b>37 officers</b>
<b>20:00</b>	(47 exist + 27 new) / 2 groups = <b>37 officers</b>

Table 12 shows how the City of Madison talk groups would be affected with the addition of Monona units.

Table 12: Number of Madison and Monona Law Enforcement Officers assigned per DC PSC Dispatcher

<b>Time Period Beginning</b>	<b>Madison and Monona Officers Assigned to Routine CFS</b>
<b>00:01</b>	(40 exist + 4 new) / 2 groups = <b>22 officers</b>
<b>04:00</b>	(29 exist + 4 new) / 2 groups = <b>17 officers</b>
<b>08:00</b>	(29 exist + 4 new) / 2 groups = <b>17 officers</b>
<b>12:00</b>	(( 40 exist / 2 disp ) + 4 new ) / 2 groups = <b>12 officers</b>
<b>16:00</b>	(( 46 exist / 2 disp ) + 5 new ) / 2 groups = <b>14 officers</b>
<b>20:00</b>	(( 48 exist / 2 disp ) + 5 new ) / 2 groups = <b>15 officers</b>

There are some unknown issues regarding the proposal costs. It is unclear how long the annual proposal costs would be assessed. When asked for clarification of this issue, Director John Dejung explained that his personal intent would be to assess the amounts discussed in the proposal for the first year and then decrease that amount annually with all charges ending by 2020. However that the decision ultimately lies with the Dane County Board and it has not yet been discussed or approved (Attachment 9). There has also been no indication of the method of assessing these costs to each individual city (i.e. population, calls for service), or how the costs might change depending upon the number of cities deciding to accept the DC PSC's proposal.

While a decision has not been made on the best manner of cost allocation across the cities, an assumption has been made in this report so costs can be further discussed. The allocation formula discussed and used in option two has been applied here to the shared salary costs referenced above.

## **Services Provided**

The DC PSC proposes to answer and dispatch 9-1-1 calls for the MPSIS member municipalities. This proposal would include access to all DC PSC's communications staff and technology. It also appears to include future capital purchases currently approved in DC PSC's capital plan, but it is unclear how future capital expenses that may be required as a result of this proposal would be funded.

The DC PSC also proposes to process non-emergency calls. MPSIS members would be required to publish a non-emergency phone number, which would be answered by police department staff during business hours and a computerized automated attendant after hours. There are eight phone lines feeding the phone tree. Four lines are designated for incidents that are occurring now and four lines are designated for incidents that already occurred. DC PSC communicators monitor the phone tree for incidents that need current attention and police contact. Other incidents are dealt with as time permits. It is not known how often the calls are reviewed to ensure that incidents are not missed. It is also not known how the phone tree system assigns priority to calls it receives requiring police assistance or whether these cities' calls would compete with all other calls for priority in dispatching.

## **Services Not Provided**

There are existing services that will not be offered by the DC PSC. Some of these services were specifically identified in the survey, while others are either known not to be provided or are part of a draft DC PSC policy 2.3.3 "Services" (Attachment 10) which proposes changes to services currently provided. The DC PSC prefers that the draft policy 2.3.3 not be consulted as part of this review because it was not crafted with service consolidation in mind. However, the document is referred to in this section as it is a draft policy before the Public Safety Communications Center Board and it contains changes to future services that may result in fees not currently assessed.

The first service change will be the manner in which non-emergency calls are answered and processed. During business hours, non-emergency calls will be answered by police department staff and then forwarded to an automated attendant for processing in a computerized phone tree. After hours, calls will automatically forward to that system. This is a significant change for all MPSIS member communities. MPSIS communicators answer non emergency calls 24 hours per day and direct callers immediately to the appropriate information or voicemail box.

Another service that will not be provided is the answering of administrative calls. Administrative calls are calls that in general would not require police interaction, such as calls for general information, office calls for command staff, detectives, and officers, or after-hour city calls. Should administrative calls be received by the DC PSC non-emergency electronic phone tree, it will provide callers with the appropriate municipal phone number to call for further information. Should the caller then proceed to call the municipal phone number outside of business hours, he/she would receive a message from the municipality asking him/her to leave a message or call back during business hours. All of this information would be provided to callers via an electronic recording. While there is an option for callers to speak to a live person, the DC PSC has been clear that it will not act as a clearing house for these calls. Current non-emergency phone calls counts for the MPSIS member centers also include administrative calls, so determining the impact this change would have on existing staff may be challenging.

An existing service that would not be provided is the remote monitoring of any cameras. Each communication center currently monitors several building cameras. Cameras in the public meeting areas are helpful, but cameras existing in non-public areas can be important to officer staffing and safety. Cameras enable officers to process arrested subjects without additional officers present. They also enable the communications center to quickly send additional officers, should an arrested subject become violent. Absent active monitoring of those cameras, two officers may be required when subjects are brought into the building. Some centers also monitor cameras in their parks, banks, and schools. This data may be less valuable if not monitored live, so that officers can be notified immediately of issues in those locations.

There are other important services that may not be provided. For example, the DC PSC will not have access to the MPSIS members' local contact and records information.

Therefore, when an officer comes into contact with a subject, the DC PSC communicator will not be able to relay any prior local contacts, historical information, or cautions other than what exists in its software. The MPSIS members have utilized their software since 2003 and have a significant contact database established. It is unclear whether the DC PSC would consider checking this database real-time, if software were made available to them, and whether that service would require a fee.

A similar concern related to the migration to DC PSC's CAD software is the call data that will be captured and recorded. DC PSC will capture a standard set of call data in its software. It is likely that the data fields captured will not be the same or as extensive as data that is currently captured by the MPSIS member centers. The current software is set up to populate much of the call information from CAD into the RMS software without any employee effort. This automatic population will no longer be available, and any call information available from DC PSC's CAD software will need to be hand entered by police records staff. Further, the existing centers would need to map and convert their call codes to those established by the DC PSC. For example, Sun Prairie may use a call code designated as "family trouble," but DC PSC may classify those calls as "disturbance." While this change appears subtle, it can be fairly significant when searching historical data.

Currently, officers enjoy significant discretion to ask communicators to complete additional phone calls, research, and Internet searches that may assist them. This discretion will likely disappear when the communicators are no longer governed by local municipal work rules, but rather by DC PSC operational practices developed and approved by a majority of its governing board.

There are likely other services that may not be provided by the DC PSC. It is a significant challenge to anticipate all the things that a larger center has to standardize or streamline for efficient operations, and how they might affect existing local business practices. It is also difficult to ascertain what may or may not occur with a draft policy

document. As stated by the DC PSC in its survey, it prefers to negotiate the terms of any service consolidation individually and when better information becomes available.

## **Proposal Costs**

The costs for this proposal include the salaries and benefits of twelve to fifteen additional communicators, for a cost between \$780,276 and \$975,345 annually.

There will be one-time charges related to either purchasing a full seat of TriTech CAD software or some number of administrative access points to that software. Each city will also need to purchase seats of the TriTech mobile software for its squad cars. There will also be annual maintenance charges for both the cad and mobile software.

After review of the survey response from DC PSC and discussion with MPSIS members, funds have been included to retain two positions per city under this proposal. These positions would perform certain essential functions that the member Chiefs have jointly identified as critical and essential for a safe community. Two full time positions equate to an annual salary and benefit cost of \$115,060 annually for each community. For Monona, these positions would also be responsible for its police records functions.

To enable local staff to answer and dispatch non-emergency calls, additional equipment would be required. Each city would need to purchase a Harris VIP console for \$17,000 and a DaneCom gateway for \$66,000 to enable communication on the DaneCom system. These equipment costs have already been included in each city's DaneCom radio project budget. They are not additional costs and are mentioned here only to document the equipment requirement. Table 13 provides actual proposal costs.

Table 13: Cost of DC PSC proposal

<b>COST OF DC PSC PROPOSAL</b>				
	<b>Fitchburg</b>	<b>Middleton</b>	<b>Monona</b>	<b>Sun Prairie</b>
<b><i>Up-front costs:</i></b>				
Harris radio console	\$17,000	\$17,000	\$17,000	\$17,000
DaneCom interoperability gateway	\$66,000	\$66,000	\$66,000	\$66,000
Tritech-Global RMS interface	\$14,482	\$12,082	\$7,285	\$15,750
Tritech CAD clients	\$10,000	\$10,000	\$10,000	\$10,000
Tritech mobile clients	\$16,000	\$14,000	\$6,000	\$21,000
<b><i>Subtotal up-front costs:</i></b>	<b>\$123,482</b>	<b>\$119,082</b>	<b>\$106,285</b>	<b>\$129,750</b>
<b><i>Annual costs:</i></b>				
DCCC staff costs	\$290,308	\$235,689	\$142,107	\$307,242
Additional municipal staff costs (2 FTE)	\$115,060	\$115,060	\$115,060	\$115,060
Tritech annual maintenance	\$4,680	\$4,320	\$1,836	\$5,580
<b><i>Subtotal Annual Costs:</i></b>	<b>\$410,048</b>	<b>\$355,069</b>	<b>\$259,003</b>	<b>\$427,882</b>
Current operating & MPSIS budget	\$514,413	\$613,960	\$353,103	\$791,086
Proposed operating & MPSIS budget	\$532,074	\$455,477	\$298,944	\$556,579
<b><i>Annual Savings</i></b>	<b>\$ (17,661)</b>	<b>\$158,483</b>	<b>\$54,158</b>	<b>\$234,507</b>

Acceptance of this proposal would still require many of the MPSIS expenditures. Those expenditures eliminated under consolidation would include Global CAD and AVL maintenance, totaling \$62,700 per year. Table 13 shows that the proposed operating costs from DC PSC and the proposed MPSIS operating costs are less than the existing center operating budgets and MPSIS operating costs for all cities, except for Fitchburg. As Fitchburg currently has DC PSC answer its 9-1-1 calls for no charge and believes it must retain two positions to maintain essential services, the City would be paying \$290,308 annually to DC PSC for the agency to answer and dispatch its non-emergency calls outside of business hours.

## **Proposal Impacts**

### **Benefits**

Reduction of costs is one benefit of this proposal, and in most cases as noted above, there are savings to be had by consolidating with the DC PSC. There may also be other benefits to consolidation. One benefit can be improved staffing stability. While large centers experience staffing shortages, their larger employee pool tends to benefit them with flexibility. Local communication centers generally operate leanly with regard to staff. When a communicator leaves unexpectedly, it can create a void in the schedule until another communicator is hired and fully trained (20-25 weeks). The DC PSC may have more flexibility to fill such schedule gaps because it simply has more staff available.

Another benefit of the proposal is that it may eliminate some redundant services and spending. Fitchburg, Middleton, Monona, Sun Prairie and DC PSC are each hiring staff, purchasing equipment, and funding technology to provide 9-1-1 services. While the local centers provide many important services beyond 9-1-1 calls, the taxpayers in those cities are being assessed at a local and county level for 9-1-1 services. Savings may be possible under this proposal because the cost of 9-1-1 equipment, technology and staffing levels would be shared.

There is also likely a benefit to having all 9-1-1 call taking and dispatching services handled at one location. Currently, all land line 9-1-1 calls are answered by each MPSIS member communication center (with the exception of cellular calls for all cities but Middleton). If the call is determined to be an EMS or fire call, the call is transferred to DC PSC for dispatching after the initial gathering of information. While local centers are more intimate with their communities and residents, there is a risk when transferring emergency calls between centers. Calls can be dropped, information can be conveyed incorrectly or misunderstood, and general confusion can occur on either end. It can also be confusing and frustrating for the caller, who in the middle of an emergency situation must be transferred to another agency after already providing basic information. If call taking and dispatching were to occur in one center, those risks may be reduced because the number of emergency calls requiring transfer prior to dispatch would be reduced.

Lastly, sharing the risk and financial burden of a communications center could be a benefit of this proposal. Operating a 9-1-1 PSAP is a serious financial commitment and the risk of not keeping equipment and technology current is great. Transferring the responsibility of 9-1-1 calls to DC PSC could be one way to reduce the liability associated with mishandling 9-1-1 calls, as well the financial burden of keeping 9-1-1 equipment and technology current.

## Concerns

Just as there are benefits to this proposal, there are also concerns to be addressed.

One of the most significant concerns about this proposal is the lack of local control over decisions and operations at the DC PSC. The cities would be required to conform to DC PSC's protocols and procedures, which could lead to significant changes in local business practices that may not be beneficial and are currently not fully understood. As protocols, policies and procedures need to be uniform for the DC PSC to run efficiently, there is concern that they will tend to favor the larger agencies due to their size and transaction volume.

Along those lines, the current governance structure does not provide an adequate voice for each city on the center board. There is one representative for the municipal police departments appointed by the Dane County Chiefs Association. While that representative may be knowledgeable about local concerns, he/she may not be able to speak to individual city needs or he/she may be asked to represent cities with conflicting needs. When asked in the survey for this project if the center was open to considering other governance models, the DC PSC responded that it would be open to considering other governance structures, but that those changes would need to be approved at the county board level.

In addition to the concerns discussed regarding the automated non-emergency attendant system, there is concern about the increased number of non-emergency calls that would need to be handled by that system. The additional volume may slow the system at peak times and result in the need for additional phone lines and additional costs for MPSIS members. There is also a general lack of knowledge regarding the automated system and how it prioritizes calls for dispatch. One concern is the perception of residents who may have placed a non-emergency call to the attendant and are awaiting an officer's arrival, while officers may be driving around the area unaware of the call because it has not yet been dispatched. Local centers do hold calls from time-to-time but with lower call volumes overall those calls are often assigned to the next available officers. Another concern is that the MPSIS member calls may be competing with those calls from all other agencies dispatched by DC PSC for priority. Given these concerns about the automated phone attendant and the volume of non-emergency and administrative calls processed daily by MPSIS member centers, two communicator positions have been retained in the costs of this proposal. These positions would answer and dispatch non-emergency and administrative calls as well as complete other duties during the heaviest call volume times of 8:00 A.M. to 8:00 P.M., Monday through Friday.

A related concern is the decreased service level that will occur under this proposal. The DC PSC proposal does not offer coverage for all of the services currently provided by local communicators (see Attachment 1). As mentioned above, each municipality would

likely retain two positions to maintain the most vital of those services during the heaviest call periods. It is possible that residents may receive varied levels of service depending on the time of day and day of the week because the retained positions would not be available 24 hours per day. The positions would help to offset those services not offered in the DC PSC proposal, but it will not be possible to maintain service levels as they exist today. Some service level decreases are known, but others still unknown should be anticipated and may not be fully realized until the service transfer has occurred.

Another concern is the increased number of officers assigned to DC PSC communicators. MPSIS member officers currently enjoy low officer to communicator ratios. Table 14 below shows existing officer to communicator ratios by shift for Fitchburg, Middleton, and Sun Prairie and then compares those to the DC PSC proposed ratios. Table 15 shows the same ratios for Monona officers and compares those to the DC PSC proposed ratios.

Table 14: Fitchburg, Middleton & Sun Prairie officers assigned per communicator compared to the DC PSC proposed officer ratios

<b>Shift Time</b>	<b>Fitchburg</b>	<b>Middleton</b>	<b>Sun Prairie</b>	<b>DC PSC Proposal</b>
01:00	8	6	8	30
04:00	8	6	8	26
08:00	14	15	11	36
12:00	14	8	8	39
16:00	10	5	8	37
20:00	8	6	8	37

Table 15: Monona officers assigned per communicator by shift compared to the DC PSC proposed officer ratios

Shift Time	Monona	DC PSC Proposal
01:00	4	22
04:00	4	17
08:00	8	17
12:00	8	12
16:00	5	14
20:00	4	15

It is clear that the ratio of officers per communicator would increase significantly under the DC PSC proposal. There are three factors to keep in mind when reviewing this data. First, the DC PSC communicators identified in the above charts are responsible for dispatching and managing radio traffic only, but those responsibilities would cover officers from several communities. The MPSIS communicators referenced are responsible for call taking, dispatching, radio traffic, running data, and other duties. Second, the DC PSC survey response did identify that additional communicators may be available to assist and improve these ratios should call activity warrant. The concern of course is that if the radio is busy then the phones are likely busy as well, and there may not be staff available to assist. Third, these ratios were calculated using industry standards. It is difficult to assess the impact of this change prior to implementation, but it is referenced as a concern as the changes in these ratios are significant.

There is also concern about the job loss associated with this proposal. While the intent of this proposal may be to trim expenses, these are exemplary and long-term staff members. DC PSC has not been able to guarantee that existing staff would receive preferential hiring status in the process to fill the necessary twelve to fifteen communicator positions.

All staff will struggle with the termination of the Global CAD and mReach mobile products. The Global software suite is designed so that call data needs to be entered once (in CAD), and then the data flows seamlessly through all other modules. The removal of the Global CAD software under this proposal means that whatever data is not dumped via an interface between TriTech CAD and Global RMS must be entered by staff. The officers may also struggle with reduced access to data that they currently enjoy in the mobile environment. Officers would have access to whatever call data is provided by the TriTech mobile client, but they would no longer have access to historical call data in the squad.

Additionally, MPSIS members and staff spent years developing and testing software to refine it to the useful product it is today. They invested significant time and money in the MPSIS project because the belief that they could do more together was strong. Departments worked together and now not only share data freely, but training and human resources as well. It may be a challenge for many to abandon the project without reaping the full intended benefit.

There is significant concern for the unknowns of this proposal. It is unknown if or how existing staff may receive preferential status in the hiring process for the new communicator positions. It is unknown if or how additional annual fees may be assessed for services, staff, or capital expenditures. It is unknown how long annual fees would be charged for how the formula might change. It is unknown if the way the DC PSC does business will positively or negatively impact local operations. The long term effects of this proposal on service levels are difficult to measure or account for today because they will not be fully realized until after the service transfer occurs.

Lastly, there is concern regarding the equality of DC PSC's proposal for services. The MPSIS cities are being asked to pay for the additional resources required for the DC PSC to assume their emergency and non emergency calls and provide dispatching services. The agencies listed in Table 16 are dispatched by the DC PSC. They did not pay fees initially, they do not pay fees today, and there has been no indication of future fees, other than potential service changes proposed under the draft 2.3.3 document. Similarly, the additional communicators funded by the MPSIS agencies under this

proposal improve the ratio of officers per communicator, and in some cases significantly. This benefit would come at no expense to existing agencies.

Table 16: Agencies Dispatched by DC PSC at No Additional Cost

Belleville FD, PD, EMS	Fitch-Rona EMS
Black Earth FD	Madison PD, FD, EMS
Blooming Grove FD	Town of Madison PD, FD, EMS
Blue Mounds PD	Maple Bluff FD, PD, EMS
Brooklyn FD, PD, EMS	Marshall PD, FD, EMS
Cambridge FD, EMS	Mazomanie FD
Cottage Grove PD, FD	McFarland PD, FD, EMS
Cross Plains, PD, FD, EMS	Mount Horeb PD, FD, EMS
Dane FD, PD	Oregon Village PD, FD, EMS
Dane County Medical Examiner	Oregon Constable
Dane County Emergency Management	Public Health of Madison
Dane County Sheriff	Dane County Animal Services
Deerfield PD, FD	Shorewood Hills PD, FD, EMS
Deer-Grove EMS	Stoughton FD, EMS
DeForest PD, FD, EMS	Verona PD, FD
District One EMS	Waunakee PD, FD
Fitchburg FD	Waunakee Area EMS

- Runs parking ticket data
- Transfer callers to appropriate city voicemail boxes
- Serve as a member of the shift team and is briefed on all shift activities
- Provide background checks for business licenses
- Provide information, directions, and general assistance to public
- Assist with emergency operations center duties
- Serve as TAC officer and provide TIME training for department
- Serve as key pick up location for park shelters, meeting rooms, etc.
- Monitors park cameras
- Provide information to the community regarding crime, traffic and media alerts

The 2012 communications center budget is \$492,412. Approximately 84% of the budgeted expenses are personnel-related costs. The communications center plans to purchase two IP dispatch consoles and a gateway to accommodate the new DaneCom radio system. These purchases are estimated at \$200,000.

## **The City of Monona**

The Monona communications center was formed in 1961. It serves 7,533 residents, 20 sworn officers, and the fire department. The center is housed in the police department and is staffed twenty-four hours per day by four full time and three part time communicators. Three full time communicators work a five days on, two days off, five days on, three days off, five days on, two days off schedule. One full time communicator works a five days on, two days off, five days on, two days off, four days on, three days off rotating schedule. These communicators also serve as the police department's record staff. They type police reports, enter citations into the department's software, process citation payments, and staff the public window.

A Police Lieutenant has direct oversight of the center's day-to-day operations. There are two dispatch consoles available for use in the center, with only one staffed outside

of special events. The center communicates on the City of Madison's 800 MHz radio system.

The communications center is a PSAP and accepts all 9-1-1 land line calls for the City of Monona. Cellular 9-1-1 calls are automatically routed to and answered by DC PSC, where a call taker there gathers pertinent information and transfers any police or fire calls to the Monona Communications Center for final dispatching of those resources. EMS resources, in contrast, are dispatched by DC PSC. Monona communicators answered 1,694 land line 9-1-1 calls in 2010.

The center also answers all non-emergency and administrative calls for service. In 2010, the center answered an estimated 14,400 non-emergency calls and processed 14,874 calls for service. In addition to answering phones and dispatching officers, the communicators also handle several other duties:

- Monitor building security cameras and alarms
- Monitor fire alarms for other City buildings
- Run data for municipal court
- Manage location information in software
- Pre-alert EMS personnel to incoming calls prior to county dispatch
- Serve as after-hours contact for the City
- Enter and update contact information in CAD software
- Record officer-initiated activity not otherwise recorded
- Run data for officer reports
- Process warrants
- Serve as initial response to walk-in complaints
- Answer calls regarding citations, payments, parking, etc.
- Maintain business contacts and key holder information
- Provide timely research of subjects during call with cad/records software, internet, jail files, etc.
- Maintain vacation watch registry
- Manage CIB validations and enters/removes stolen articles in NCIC

- Runs parking ticket data
- Transfer callers to appropriate city voicemail boxes
- Serve as a member of the shift team and is briefed on all shift activities
- Provide background checks for business licenses
- Provide information, directions, and general assistance to public
- Assist with emergency operations center duties
- Serve as TAC officer and provide TIME training for department
- Merge master name index files
- Type officer reports
- Enter person, property, and vehicle information into officer reports as needed
- Prepare reports for intake at the Dane County District Attorney's office
- Review citations for accuracy and confirm transmission into software
- File citations and reports for municipal court
- Upload traffic crashes to website
- Scan report attachments into laser fiche
- Manage parking citation process (court dates, letters, suspensions)
- Process citation payments
- Process payments for records requests
- Enter self-reports into software
- Answer after hours calls for public works for trees down, water main breaks and well alarms

The 2012 communications center budget is \$353,103, which does not include the wages for the position supervising the center. Future capital expenditures planned for the center include replacement dispatch consoles, six computer monitors, and possibly Motorola 800 MHZ radios.

**Ordinance No. 9-16-682  
Monona Common Council**

**AN ORDINANCE AMENDING CHAPTER 2, SECTION 4 OF THE CODE OF  
ORDINANCES RELATED TO COMMITTEE MEMBERSHIP**

**WHEREAS**, it is the intent of the City of Monona Common Council to have its boards, committees and commissions function as efficiently and effectively as possible; and,

**WHEREAS**, the needs and missions of such bodies may change over time, requiring membership changes; and,

**NOW, THEREFORE**, the Common Council of the City of Monona, Dane County, Wisconsin, do ordain as follows:

**SECTION 1.** Section 2-4-8 (a) of the Code of Ordinances is hereby amended to read as follows:

**Sec. 2-4-8 Landmarks Commission.**

- (a) **Composition.** The Commission shall consist of **seven (7)** citizens, one (1) of whom may be a Council member, all of whom may vote. The Mayor and City Administrator or their designees shall be ex-officio non-voting members of the Commission.

**SECTION 2.** Sections 2-4-25 (a) and 2-4-25 (b)(2) of the Code of Ordinances are hereby amended to read as follows:

**Sec. 2-4-25 (a) Committee on Sustainability**

- (a) **Composition.** The Committee on Sustainability shall consist of two (2) Council members and **eight (8)** citizen members. The Mayor and City Administrator or their designees shall be ex-officio non-voting members of the Committee.
- (b) **Appointments.**  
(2) Citizen Members. The **eight (8)** citizen members of the Committee shall be appointed by the Mayor, subject to confirmation by the Council. The terms of the citizen members shall be three (3) years beginning May 1st and shall be staggered so that not more than three (3) such appointments are made annually.

**SECTION 3.** This ordinance shall take effect upon passage and publication as provided by law.

Adopted this \_\_\_\_\_ day of \_\_\_\_\_, 2016.

BY ORDER OF THE COMMON COUNCIL

\_\_\_\_\_  
Robert E. Miller  
Mayor

ATTEST:

\_\_\_\_\_  
Joan Andrusz  
City Clerk

Approval Recommended By: Finance and Personnel Committee – 8/1/16  
Approved As To Form By: William S. Cole, City Attorney - 8/24/16

Council Action:

Date Introduced: 9-6-16

Date Approved: \_\_\_\_\_

Date Disapproved: \_\_\_\_\_

**REDLINE VERSION.**

**NOTE TO CODIFIERS:** Change May 1 appointment date to third Tuesday in April (reorganization meeting) during recodification.

**Sec. 2-4-8 Landmarks Commission.**

- (a) **Composition.** The Commission shall consist of ~~five (5)~~ seven (7) citizens, one (1) of whom may be a Council member, all of whom may vote. The Mayor and City Administrator or their designees shall be ex-officio non-voting members of the Commission.
- (b) **Appointment; Term of Office.**
  - (1) **Council Member.** If the Mayor chooses to appoint a Council member, the Mayor shall appoint the Council member for a one (1) year term commencing May 1. The appointment of the Council member shall be subject to confirmation by the Council.
  - (2) **Citizen Members.** The Commission members shall be appointed by the Mayor, subject to confirmation by the Council. The terms shall be three (3) years beginning May 1 and shall be staggered so that not more than two (2) such regular appointments are made annually.
- (c) **Functions and Powers.** The Commission shall review all potential landmark sites which:
  - City of Monona Code of Ordinances 50 (1) Exemplify or reflect the broad cultural, political, economic or social history of the nation, state or community.
  - (2) Are identified with historic personages or with important events in national, state or local history.

**Sec. 2-4-25 Committee on Sustainability**

(This section added per Ordinance 8-10-616, adopted September 20, 2010.)

- (a) **Composition.** The Committee on Sustainability shall consist of two (2) Council members and ~~ten (10)~~ eight (8) citizen members. The Mayor and City Administrator or their designees shall be ex-officio non-voting members of the Committee.
- (b) **Appointments.**
  - (1) **Council Members.** The Council members of the Committee shall be appointed by the Mayor, subject to confirmation by the Council. The Council members shall serve for a one (1) year term commencing May 1 of each year, or until their successors are appointed and confirmed by the Council. One (1) of the Council members shall be designated by the Mayor to serve as Chairperson of the Committee.
  - (2) **Citizen Members.** The ~~ten (10)~~ eight (8) citizen members of the Committee shall be appointed by the Mayor, subject to confirmation by the Council. The terms of the citizen members shall be three (3) years beginning May 1st and shall be staggered so that not more than three (3) such appointments are made annually.
- (c) **Duties and Responsibilities.** The Committee shall have the following duties and responsibilities which shall be advisory except as otherwise provided:
  - (1) To review and recommend to the Council policies and programs relating to sustainability.
  - (2) To review and recommend to the Finance Committee all budgetary, revenue and expenditure proposals relating to such policies and programs.
  - (3) To perform such duties and have such responsibilities as the Council shall from time to time, by ordinance, resolution, or by law, direct.

**Resolution No. 16-9-2117  
Monona Common Council**

**APPROVING A RIGHT OF FIRST REFUSAL AGREEMENT WITH REALTYLINK  
DEVELOPMENT**

**WHEREAS**, RealtyLink Investments, LLC, a South Carolina limited liability corporation, has expressed an interest in purchasing and developing approximately 0.68 acres of land at the intersection of the northeast corner of Highway 18 and W Broadway Avenue, Monona, WI 53713, as more particularly shown in Exhibit A attached hereto; and,

**WHEREAS**, RealtyLink acknowledges it has been informed by Monona that the property is believed to be abandoned public right of way and, as such, other governmental entities may possess rights or interests therein, and that court action may be necessary to vacate any right of way interests prior to sale to RealtyLink; and,

**WHEREAS**, the boundaries, size, and legal status of the property must be specifically determined; and,

**WHEREAS**, RealtyLink desires to complete this additional research before determining whether to purchase the property and requests a right of first refusal on the land in the event that the City receives a written offer to purchase from a third party.

**NOW, THEREFORE, BE IT RESOLVED**, that the Common Council of the City of Monona, Dane County, Wisconsin, hereby agrees to enter into a Right of First Refusal agreement with RealtyLink under the terms detailed in Exhibit A attached hereto.

Adopted this \_\_\_\_\_ day of \_\_\_\_\_, 2016.

BY ORDER OF THE CITY COUNCIL  
CITY OF MONONA, WISCONSIN

\_\_\_\_\_  
Robert E Miller  
Mayor

ATTEST:

\_\_\_\_\_  
Joan Andrusz  
City Clerk

Council Action:

Date Introduced: 9-19-16

Date Approved: \_\_\_\_\_

Date Disapproved: \_\_\_\_\_

## **RIGHT OF FIRST REFUSAL**

From the City of Monona to RealtyLink Investments, LLC

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For the sum of One Hundred dollars (\$100.00) and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the City of Monona, a Wisconsin municipal corporation, (hereinafter referred to as "Monona") hereby grants to RealtyLink Investments, LLC, a South Carolina limited liability corporation, (hereinafter referred to as "RealtyLink") a Right of First Refusal for the following property (hereinafter referred to as "the Property"):

Approximately 0.68 acres at the intersection of the northeast corner of Highway 18 and W Broadway Avenue, Monona, WI 53713, as more particularly shown in Exhibit A attached hereto. Property acreage will be determined through Survey.

In the event Monona receives a written Offer to Purchase the Property, or any portion thereof, from a third party which Monona intends to accept, it shall provide written notice thereof to RealtyLink, together with a copy of the third party Offer to Purchase, and RealtyLink shall have thirty (30) days after receipt of such third party Offer to Purchase to provide written notice to Monona that it intends to exercise this Right of First Refusal. If RealtyLink exercises its Right of First Refusal, then RealtyLink shall acquire the Property, or portion thereof, on identical terms and conditions as are contained within the third party Offer to Purchase. If RealtyLink notifies Monona that RealtyLink does not elect to exercise this Right of First Refusal, or RealtyLink fails to notify Monona of its election within the aforementioned thirty (30) day time period, then RealtyLink shall be deemed to have waived this Right of First Refusal, and Monona shall be free to sell the Property to the party making the third party Offer to Purchase, on the terms and conditions stated therein. Should there be any change to said terms and conditions, then Monona shall again offer the Property to RealtyLink in accordance with foregoing terms and conditions. Upon waiver by RealtyLink of its rights to acquire the Property herein, or upon the failure of RealtyLink to respond to a third party Offer to Purchase, and the closing of said third party Offer to Purchase, this Right of First Refusal shall be null and void as to the Property or that portion of the Property thereof. Nothing herein shall prevent RealtyLink from making an offer to purchase on all or a portion of the Property from Monona at anytime under this Right of First Refusal; however, Monona may accept or reject the offer from RealtyLink in Monona's sole discretion.

In the event RealtyLink exercises this Right of First Refusal, it shall be credited at closing the above \$100 fee against the purchase price.

Unless exercised earlier pursuant to the above, this Right of First Refusal shall terminate on December 31, 2017. This Right of First Refusal, or a memorandum of such right, may be recorded with the Register of Deeds by either party.

RealtyLink acknowledges it has been informed by Monona that the Property is believed to be abandoned public right of way and, as such, other governmental entities may possess rights or interests therein, and that court action may be necessary to vacate any right of way interests prior to sale to RealtyLink. Additionally, the boundaries of the Property must be specifically determined by survey. Monona makes no representations as to the size, location, or legal status of the Property. One of the purposes of this Right of First Refusal is to allow RealtyLink, at RealtyLink's option, to (i) market the property to potential tenants, (ii) obtain a current appraisal on the Property to determine the fair market value of the Property in evaluating a fair purchase price, and (iii) to perform investigations on the Property, to include, but not be limited to the legal status of the Property, review of title to the Property by ordering of a title examination, confirming the boundaries of the Property by obtaining a current survey, and conduct any other noninvasive due diligence it believes necessary. Monona will reasonably cooperate with RealtyLink in doing so and hereby grants RealtyLink a nonexclusive license to enter upon the Property for

the purpose of performing the noninvasive investigations. RealtyLink shall provide to Monona the results of its investigations in this regard and copies of all documentation thereof.

The parties agree, that RealtyLink, its agents, representatives and contractors, shall enter the Property at their own risk and acknowledge that Monona has not and will not take any steps to secure the Property or any conditions thereon and RealtyLink will so advise any person entering the Property on its behalf. RealtyLink waives and releases any claims by and behalf of itself, its agents, representatives and contractors regarding any injury sustained while on the Property. RealtyLink hereby agrees to indemnify, defend and hold harmless Monona, and its affiliated and related entities, and their respective directors, officers, shareholders, employees, representatives and agents, from and against any and all judgments, claims, expenses, causes of actions, damages, liability (including reasonable attorneys' fees and costs) for personal injury or property damage caused by RealtyLink inspections on the Property.

Any notices or other communication given under this Right of First Refusal will be in writing and will be deemed to have been given when deposited in the United States mail, certified or registered, postage prepaid, or when delivered by Federal Express or similar overnight delivery service, addressed as follows:

Monona: (ADD INFORMATION HERE)

RealtyLink: RealtyLink Midwest, LLC  
W61N306 Washington Avenue, Suite 202  
Cedarburg, WI 53012  
Attention: Andrew J. Dettro.  
Fax: 262-618-2198

with a copy to: RealtyLink Investments, LLC  
550 S. Main Street, Suite 300  
Greenville, South Carolina 29601  
Attention: Maude Davis  
Fax: (864) 232-0160

This Right of First Refusal may be signed in counterparts, each of which will be deemed an original, but all of which when taken together will constitute one and the same instrument.

Each individual executing this Right of First Refusal on behalf of RealtyLink and Monona, as the case may be, represents and warrants to the other party that he or she is duly authorized to so execute and deliver this Right of First Refusal.

IN WITNESS WHEREOF, this Right of First Refusal is granted as of the last date of signature below.

**CITY OF MONONA**

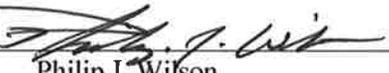
By: \_\_\_\_\_  
Robert Miller, Mayor

\_\_\_\_\_  
Date

By: \_\_\_\_\_  
Joan Andrusz, City Clerk

\_\_\_\_\_  
Date

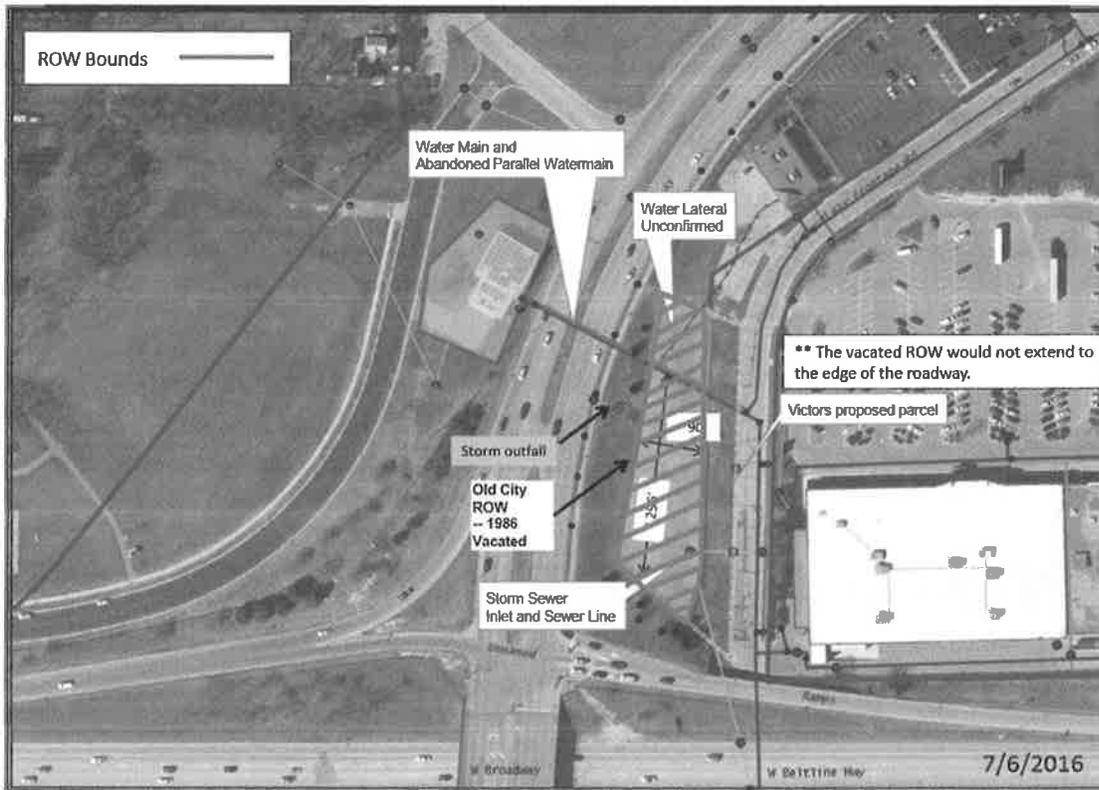
**REALTYLINK INVESTMENTS, LLC**

By:  \_\_\_\_\_  
Name: Philip J. Wilson  
Title: Member/Manager

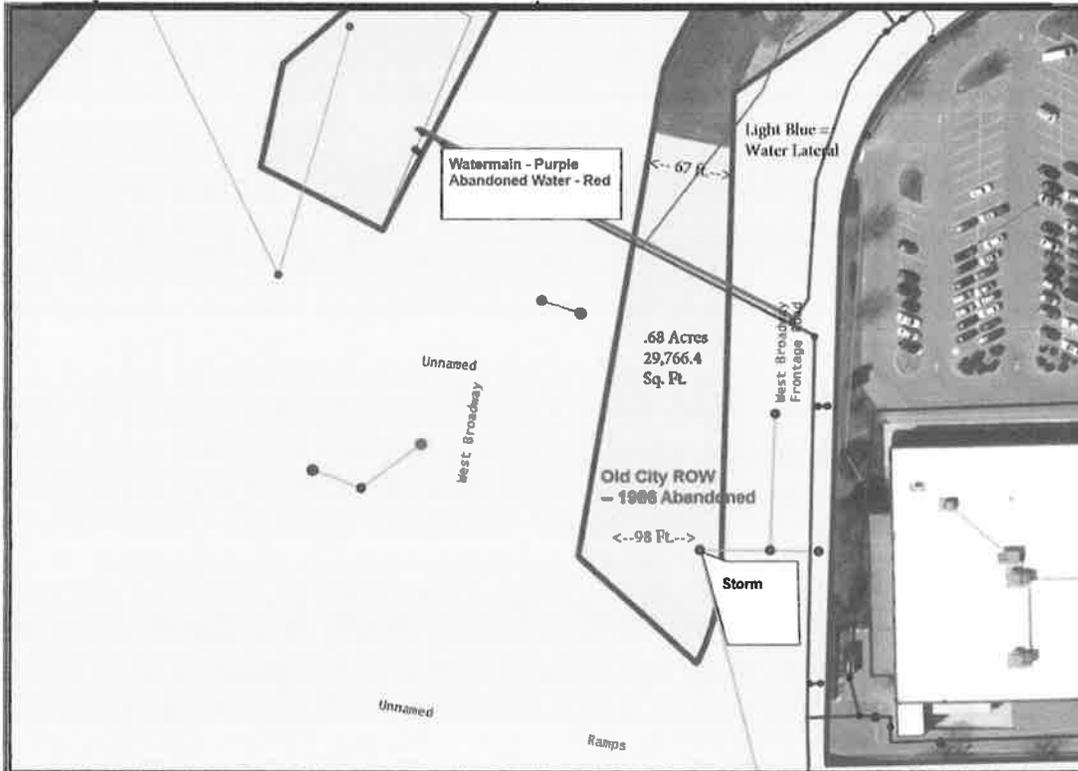
  
\_\_\_\_\_  
Date

**Exhibit A**  
**Subject Parcel**

Outlined in Green:



Additional Parcel Information:



**Resolution No. 16-9-2118  
Monona Common Council**

**APPROVING AN INTERGOVERNMENTAL AGREEMENT RELATING TO A  
SHARED SANITARY SEWER SERVING THE INDUSTRIAL DRIVE AREA IN  
MADISON AND MONONA**

**WHEREAS**, section 66.0301, Wisconsin Statutes, authorizes Madison, Monona and Madison Metropolitan Sewer District (MMSD) to contract for the joint exercise of their powers and duties, and sharing of expenses arising therefrom; and,

**WHEREAS**, MMSD alerted Madison and Monona to an existing shared sewer that is in poor condition and in need of repair, with said sewer serving both Madison and Monona from a point on Industrial Drive to the MMSD sewer Interceptor approximately 1,375 feet to the South; and,

**WHEREAS**, neither Madison nor Monona were assuming ownership of the Facilities or maintaining it; and,

**WHEREAS**, regardless of ownership or original responsibility, it is clear that both Madison and Monona are reliant on the Facilities to serve properties in their respective municipalities; and,

**WHEREAS**, given that the Facilities are shared by two separate municipal customers of MMSD, it is logical that MMSD become the responsible owner of the Facilities; and,

**WHEREAS**, MMSD is agreeable to accepting ownership and future maintenance of the Facilities provided the Facilities are repaired to a “like new” condition by Madison and Monona, prior to transfer to MMSD; and,

**WHEREAS**, the Public Works Director has included \$227,500 in the 2017 Capital Budget to repair the Facilities to a “like new” position.

**NOW, THEREFORE, BE IT RESOLVED**, by the Common Council of the City of Monona, Dane County, Wisconsin, that the attached intergovernmental agreement to transfer ownership to Madison Metropolitan Sewer District of the sanitary sewer main serving the Industrial Drive area is hereby approved.

Adopted this \_\_\_\_\_ day of \_\_\_\_\_, 2016.

BY ORDER OF THE CITY COUNCIL  
CITY OF MONONA, WISCONSIN

\_\_\_\_\_  
Robert E. Miller  
Mayor

ATTEST:

\_\_\_\_\_  
Joan Andrusz  
City Clerk

Council Action:

Date Introduced: 9-19-16

Date Approved: \_\_\_\_\_

Date Disapproved: \_\_\_\_\_

## PUBLIC WORKS, WATER & SEWER UTILITIES

	TOTAL	GO BONDS	TIF	OTHER REVENUE	SEWER BONDS	STORM WATER BONDS	WATER BONDS
<b>2017 PROJECTS</b>							
Local Road Reconstruction Project	\$ 1,115,000	\$ 440,000	\$ -	\$ -	\$ 223,000	\$ 114,000	\$ 338,000
Annual Street Repair Program	300,000	300,000	-	-	-	-	-
Winnequah Park PCB Engineering	37,500	-	-	25,000	-	12,500	-
City Hall Parking Lot Redesign & Reconstruction	275,000	275,000	-	-	-	-	-
Annual Sidewalk & Curb Improvements Program	8,000	8,000	-	-	-	-	-
Right of Way Tree Replacement Program	15,000	15,000	-	-	-	-	-
Rapid Flash Beacon Lofty Crosswalk	15,000	15,000	-	-	-	-	-
Engineering, Generators For City Hall, Well 3 and DPW Gara	25,000	12,500	-	-	-	-	12,500
Fire Hydrant Replacement Program, YR 2	50,000	-	-	-	-	-	50,000
Telemetry & SCADA Updates	21,700	-	-	-	-	-	21,700
Well Replacement Door	10,000	-	-	-	-	-	10,000
Industrial Drive Easement Sewer Rehab With Madison	227,500	-	-	-	227,500	-	-
Annual Sewer System Repair	25,000	-	-	-	25,000	-	-
Storm Basin Study & Eng. Maywood & Stone Bridge Park	25,000	-	-	-	-	25,000	-
Annual Storm Sewer Repair Program	30,000	-	-	-	-	30,000	-
Total	<b>\$ 2,179,700</b>	<b>\$ 1,065,500</b>	<b>\$ -</b>	<b>\$ 25,000</b>	<b>\$ 475,500</b>	<b>\$ 181,500</b>	<b>\$ 432,200</b>
<b>2018 PROJECTS</b>							
Bridge Maintenance and Repair	\$ 100,000	\$ 100,000	\$ -	\$ -	\$ -	\$ -	\$ -
Atwood Reconstruction- Madison	200,000	200,000	-	-	-	-	-
Annual Street Repair Program	250,000	250,000	-	-	-	-	-
Broadway Street Light Pole Replacement	180,000	-	180,000	-	-	-	-
Broadway Median Landscaping Plan	90,000	-	90,000	-	-	-	-
Street Tree Survey Update	20,000	20,000	-	-	-	-	-
Annual Sidewalk & Curb Improvements Program	8,000	8,000	-	-	-	-	-
Right of Way Tree Replacement Program	15,000	15,000	-	-	-	-	-
Winnequah Park PCB Engineering	37,500	-	-	25,000	-	12,500	-
2018 Street Reconstruction Project	2,104,000	902,000	-	-	367,000	181,000	654,000
Bridge Road Reconstruction Project	1,500,000	1,055,000	-	-	-	110,000	335,000
Bridge Road Reconstruction Project Engineering	72,000	50,000	-	-	-	6,000	16,000
Bridge Road Utility Undergrounding	500,000	-	500,000	-	-	-	-
Engineering: Water Tower Driveway, Fence, Safety Rail	25,000	25,000	-	-	-	-	-
Purchase & Install Generators For City Hall and Well 3	400,000	150,000	-	-	-	-	250,000
Fire Hydrant Replacement Program, YR 3	50,000	-	-	-	-	-	50,000
Water Meter Software Upgrade	50,000	-	-	-	-	-	50,000
Telemetry & SCADA Updates(Storm & Sewer)	30,000	-	-	-	15,000	15,000	-
Annual Sewer System Repair	25,000	-	-	-	25,000	-	-
Sanitary Sewer I/I Study Phase 1	25,000	-	-	-	25,000	-	-
Storm Basin Final Plans and Construction	450,000	-	-	-	-	450,000	-
Annual Storm Sewer Repair Program	30,000	-	-	-	-	30,000	-
Total	<b>\$ 6,161,500</b>	<b>\$ 2,775,000</b>	<b>\$ 770,000</b>	<b>\$ 25,000</b>	<b>\$ 432,000</b>	<b>\$ 804,500</b>	<b>\$ 1,355,000</b>

**INTERGOVERNMENTAL AGREEMENT RELATING TO A SHARED SANITARY  
SEWER SERVING THE INDUSTRIAL DRIVE AREA IN MADISON & MONONA**  
Between the City of Madison, the City of Monona and the Madison Metropolitan Sewerage  
District

---

THIS AGREEMENT, entered into by and between the City of Madison, a municipal corporation (hereinafter referred to as “Madison”); the City of Monona, a municipal corporation (hereinafter referred to as “Monona”); and the Madison Metropolitan Sewerage District, a metropolitan sewerage district (hereinafter referred to as “MMSD”) is effective as of the date by which the three parties have signed hereunder.

WITNESSETH:

WHEREAS, section 66.0301, Wisconsin Statutes, authorizes Madison, Monona and MMSD (the “Parties”) to contract for the joint exercise of their powers and duties, and sharing of expenses arising therefrom; and,

WHEREAS, MMSD alerted Madison and Monona to an existing shared sewer that is in poor condition and in need of repair, with said sewer serving both Madison and Monona from a point on Industrial Drive to the MMSD sewer Interceptor approximately 1,375 feet to the South as depicted on Exhibit 1 (the “Facilities”); and,

WHEREAS, neither Madison nor Monona were assuming ownership of the Facilities or maintaining it; and,

WHEREAS, regardless of ownership or original responsibility, it is clear that both Madison and Monona are reliant on the Facilities to serve properties in their respective municipalities; and,

WHEREAS, given that the Facilities are shared by 2 separate municipal customers of MMSD, it is logical that MMSD become the responsible owner of the Facilities; and,

WHEREAS, MMSD is agreeable to accepting ownership and future maintenance of the Facilities provided the Facilities are repaired to a “like new” condition by Madison and Monona, prior to transfer to MMSD; and,

WHEREAS, Madison and Monona are agreeable to the repair of the Facilities with costs apportioned as described in this agreement, with no cost apportioned to MMSD.

NOW, THEREFORE, in consideration of the mutual covenants contained herein and other good and valuable consideration, the receipt and sufficiency of which are hereby mutually acknowledged, the Parties agree as follows:

1. Purpose. The purpose of this “Intergovernmental Agreement Relating to a Shared Sanitary Sewer serving the Industrial Drive Area in Madison and Monona” (the “Agreement”) is to set forth the conditions upon which Madison and Monona will

- agree to share in the repair cost of the Facilities define the conditions upon which MMSD will accept ownership of the Facilities once the repair work has been completed to the satisfaction of MMSD, with Madison acting as the lead entity for the repair project, working closely with Monona and MMSD, and then billing of proportionate costs to Monona.
2. Past, Present and Future Use of the Facilities. Monona has used the Facilities since approximately 1958. Madison began using the sewer in approximately 1989. Based on past, present and future use of this sewer, the benefit apportionment is approximately 70% Monona and 30% Madison.
  3. Ownership. The Parties acknowledge that both Madison and Monona shall quit claim any and all ownership rights associated with the Facilities, including easements, to MMSD upon successful completion of the sewer repair work. MMSD agrees to accept ownership of the Facilities once the repair work has been completed to their satisfaction as set forth in Section 5 below.
  4. Facilities Repair. Madison shall assume the lead for design, permitting and contracting the needed repair work for the Facilities. Madison shall bid the work as a Public Works Project in accordance with Madison practices. Madison shall provide an opportunity for Monona and MMSD to provide input into the design and construction documents. MMSD may also elect to participate in the construction meetings and / or inspection.
  5. Acceptance of Repairs by MMSD. Following Madison's completion of construction of the repair work, Madison shall notify MMSD and provide MMSD with all relevant data regarding the repairs and the Facilities, including the plans and specifications. MMSD shall have thirty (30) days to inspect the improvements to ensure that all applicable standards have been met in the construction thereof. Upon inspection and confirmation that the repairs were made according to the plans and specifications of the project, the Chief Engineer shall accept the improvements on behalf of MMSD, at which point MMSD shall assume full ownership and all liability associated with operation of these facilities.
  6. Apportionment of Repair Costs and Billing. Madison shall finance the work and bill Monona their share based upon benefit apportionment set forth in Section 2 above. All work invoiced and billed by Madison shall be documented and billed on a quarterly basis. Monona shall have thirty (30) days to make payment to Madison. Monona shall budget for their portion of the costs in 2017 and Madison shall do no billings in 2016 if work is able to start that soon. Monona shall pay 70% of the total project costs which shall include the following: construction costs; engineering, design or related professional costs; survey and inspection costs, and any other miscellaneous costs related to the project. Total project costs are estimated to be **\$325,000** with the Monona share estimated at **\$227,500** and the Madison share estimated at **\$97,500**. These amounts cannot be exceeded without written, mutual consent of Madison and Monona.

7. Service Connections and Sewer Billing. It is understood and agreed that Monona and Madison will retain as sewer customers all properties within their respective jurisdiction, that drain to the Facilities, with the following 2 exceptions: 1) The Madison property located at 2800 / 2811 Industrial Drive in Madison, shall remain a customer of Monona; 2) The Monona properties at 2800 / 2850 Royal Avenue shall remain a customer of Madison. MMSD shall configure their monitoring and measurement of sewerage flow to allocate billing volume for sewerage to the appropriate Municipality.
8. Liability. Each Party shall be responsible for its own acts, errors or omissions and for the acts, errors or omissions of its employees, officers, officials, agents, boards, committees and commissions, and shall be responsible for any losses, claims, and liabilities that are attributable to such acts, errors, or omissions including providing its own defense, arising out of this Agreement or the completion of the Project. In situations involving joint liability, each Party shall only be responsible for such losses, claims, and liabilities that are attributable to its own acts, errors, or omissions and the acts, errors or omissions of its employees, officers, officials, agents, boards, committees and commissions. It is not the intent of either Party to waive, limit or otherwise modify the protections and limitations of liability found in Wis. Stat. §893.80 or any other protections available to the Parties by law or by insurance coverage, and both Parties hereby preserve any and all said rights to the full extent of the law. This paragraph shall survive the termination or expiration of this Agreement.
9. Nondiscrimination. In the performance of the services under this Agreement, the Parties agree not to discriminate against any employee or applicant for employment because of race, religion, marital status, age, color, sex, handicap, national origin or ancestry, income level or source of income, arrest record or conviction record, less than honorable discharge, physical appearance, sexual orientation, gender identity, political beliefs or student status. The Parties further agrees not to discriminate against any subcontractor or person who offers to subcontract on this Agreement because of race, religion, color, age, disability, sex, sexual orientation, gender identity or national origin.
10. Notice. Any notice or offer or demand required to be sent hereunder shall be sent by United States mail at the Parties' respective addresses set forth below. Each notice shall be deemed to have been received on the date of postmark, if sent by certified mail, postage prepaid, addressed to:

<u>Name</u>	<u>Address</u>
City of Madison	City Engineer 210 MLK Jr. Blvd., Room 115 Madison, WI 53703
City of Monona	Director of Public Works 5211 Schluter Road Monona, WI 53716

Madison Metropolitan  
Sewerage District

Chief Engineer & Director  
1610 Moorland Rd.  
Madison, WI 53713

11. Construction. The Parties acknowledge that this Agreement is the product of negotiations between the Parties and that, prior to the execution hereof, each Party has had full and adequate opportunity to have this Agreement reviewed by, and to obtain the advice of, its own legal counsel with respect hereto. Nothing in this Agreement shall be construed more strictly for or against, any Party because that Party's attorney drafted this Agreement or any part hereof.
12. Law. This Agreement shall be governed by, construed, interpreted, and enforced in accordance with the laws of the State of Wisconsin.
13. Miscellaneous.
  - a. This Agreement may be executed in one or more counterparts, each or which shall be deemed an original, and all of which taken together shall constitute one and the same Agreement.
  - b. All addenda and exhibits attached to this Agreement shall be considered part of this Agreement and the terms and conditions in such addenda and exhibits shall be binding upon all parties.
  - c. This Agreement is intended to benefit the parties hereto and their respective officials and shall not be construed to create any right or benefit on behalf of any person, firm, corporation or other entity not a party hereto.
  - d. Each person executing this Agreement represents and warrants that he or she is duly authorized to so act and execute this Agreement as represented below.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed by their proper officers on the day and year first above written.

FOR THE CITY OF MONONA

\_\_\_\_\_  
Robert Miller, Mayor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Joan Andrusz, City Clerk

\_\_\_\_\_  
Date

FOR MADISON METROPOLITAN SEWERAGE DISTRICT

\_\_\_\_\_  
D. Michael Mucha, Chief Engineer & Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
Angela James, Commissioner / Secretary

\_\_\_\_\_  
Date

FOR THE CITY OF MADISON

\_\_\_\_\_  
Paul Soglin, Mayor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Maribeth Witzel-Behl, City Clerk

\_\_\_\_\_  
Date

Countersigned:

Approved as to form:

\_\_\_\_\_  
David P. Schmiedicke, Finance Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
Michael P. May, City Attorney

\_\_\_\_\_  
Date

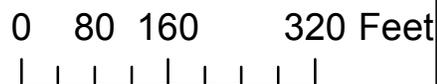
Execution of this Agreement by the City of Madison is authorized by Resolution Enactment No. RES-16-\_\_\_\_\_, ID No. \_\_\_\_\_, adopted by the Common Council of the City of Madison on \_\_\_\_\_.



# Exhibit 1:

Shared Sanitary Sewer  
Serving the Industrial  
Drive Area in  
Madison and Monona

-  Madison Sewer
-  Monona Sewer
-  Shared Sewer
-  Sanitary Structures
-  MMSD Mains
-  City of Madison Parcels



**Ordinance No. 9-16-683**  
**Monona Common Council**

**AN ORDINANCE AMENDING CHAPTER 3, SECTION 5 OF THE  
CODE OF ORDINANCES REGARDING HOTEL-MOTEL TAX**

**WHEREAS**, the City of Monona collects Room Tax revenue pursuant to section 66.0615, Wis. Stats.; and,

**WHEREAS**, it is the intent of the City of Monona Common Council to coordinate tourism promotion and tourism; and,

**WHEREAS**, 2015 Wisconsin Act 55 adopted changes to the Room Tax laws, for which the City of Monona's Code of Ordinances must be changed accordingly;

**NOW, THEREFORE**, the Common Council of the City of Monona, Dane County, Wisconsin, do ordain as follows:

**SECTION 1.** Section 3-5 of the Code of Ordinances [*recodification section #chapter 63*] is hereby amended to read as follows:

**Hotel-Motel Room Tax**  
**[Adopted as Title 3, Ch. 5, of the 1994 Code]**

**§ 3-5-1. Definitions.**

In this Chapter, the following definitions shall apply:

**BED AND BREAKFAST ESTABLISHMENT.** Any place of temporary lodging that provides four (4) or fewer rooms for rent, which is open for rental more than ten (10) nights in a twelve (12) month period, is the owner's personal residence and is occupied by the owner at the time of rental, and in which the only meal served is breakfast.

**GROSS RECEIPTS.** Total revenue received from the retail furnishing of rooms, lodging, or similar accommodations by a hotel or motel as defined herein.

**HOTEL OR MOTEL.** A building or group of buildings in which the public may obtain accommodations for a consideration, including, without limitation, such establishments as inns, motels, tourist homes, tourist houses or courts, bed and breakfast establishments, lodging houses, rooming houses, summer camps, apartment hotels, resort lodges and cabins and any other building or group of buildings in which accommodations are available to the public, except accommodations rented for a continuous period of more than one (1) month and accommodations furnished by any hospital, sanitariums or nursing homes or by corporations or associations organized and operated exclusively for religious, charitable or educational purposes provided that no part of the net earnings of such corporations and associations inures to the benefit of any private shareholder or individual.

**TRANSIENT.** Any person residing for a continuous period of less than one (1) month in a hotel, motel or other furnished accommodations available to the public.

**§ 3-5-2. Imposition of tax.**

Pursuant to Sec. 66.0615, Wis. Stats., a tax is hereby imposed on the privilege and service of furnishing, at retail, of rooms or lodging to transients by hotelkeepers, motel operators and other persons furnishing

accommodations that are available to the public, irrespective of whether membership is required for the use of the accommodations. Such tax shall be at the rate of eight percent (8%) of the gross receipts from such retail furnishing of rooms or lodgings. Such tax shall not be subject to the selective sales tax imposed by Sec. 77.52(2)(a)1, Wis. Stats.

**§ 3-5-3. Collection of tax.**

- A. Administration by City Treasurer. This tax shall be administered by the City Treasurer who shall, at City expense, provide the necessary application and reporting forms at no cost to the taxpayer.
- B. Reporting Periods. The tax imposed for the months of January, February and March, and for each calendar quarter thereafter is due and payable on the last day of the month next succeeding the calendar quarter for which imposed. A return shall be filed with the City Treasurer, by those furnishing at retail such rooms and lodging, on or before the same date on which such tax is due and payable. Such return shall show the gross receipts of the preceding calendar quarter from such retail furnishing of rooms or lodging, the amount of taxes imposed for such period, and such other information as the City Treasurer deems necessary. Every person required to file such quarterly return shall, with his first return, elect to file an annual calendar year or fiscal year return. Such annual return shall be filed within ninety (90) days of the close of each such calendar or fiscal year. The annual return shall summarize the quarterly returns, reconcile and adjust for errors in the quarterly returns, and shall contain certain such additional information as the City Treasurer requires. Such annual returns shall be made on forms as prescribed by the City Treasurer. All such returns shall be signed by the person required to file a return or duly authorized agent, but need not be verified by oath. The City Treasurer may, for good cause, extend the time for filing any return, but in no event longer than one (1) month from the filing date.
- C. Sale or Conveyance of Business. If any person liable for any amount of tax under this Chapter sells out his business or stock of goods or quits the business, his successors or assigns shall withhold sufficient portion of the purchase price to cover such amount until the former owner produces a receipt from the City Treasurer that it has been paid or a certificate stating that no amount is due. If a person subject to the tax imposed by this Chapter fails to withhold such amount of tax from the purchase price as required, he shall become personally liable for payment of the amount required to be withheld by him to the extent of the price of the accommodations valued in money.
- D. Determination of Tax by Audit.
  - (1) The City Treasurer may, by office audit, determine the tax required to be paid to the City or the refund due to any person under this Chapter. This determination may be made upon the basis of the facts contained in the return being audited or on the basis of any other information within the City Treasurer's possession. One or more such office audit determination may be made of the amount due for anyone or for more than one period.
  - (2) The City Treasurer may, by field audit, determine the tax required to be paid to the City or the refund due to any person under this Chapter. The determination may be made upon the basis of the facts contained in the return being audited or upon any other information within the City Treasurer's possession. The City Treasurer is authorized to examine and inspect the books, record, memoranda, and property of any person in order to verify the tax liability of that person or of another person. Nothing herein shall prevent the City Treasurer from making a determination of tax at any time.
- E. Failure to File Return. If any person fails to file a return as required by this Chapter, the City Treasurer shall make an estimate of the amount of the gross receipts under Subsections (b) and (c). Such estimate shall be made for the period for which such person failed to make a return and shall be based upon any information which is in the City Treasurer's possession or may come into the Treasurer's possession. On the basis of this estimate, the City Treasurer shall compute and determine the amount required to be paid to the City, adding to the sum thus arrived at a penalty

equal to ten percent (10%) thereof. One or more such determinations may be made for one or more than one period.

- F. Interest on Unpaid Taxes. All unpaid taxes under this Chapter shall bear interest at the rate of eighteen percent (18%) per year from the due date of the return until the first day of the month following the month in which the tax is paid or deposited with the City Treasurer. An extension of time within which to file a return shall not operate to extend the due date of the return for purposes of interest computations. If the City Treasurer determines that any overpayment of tax has been made intentionally or by reason of carelessness or neglect, or if the tax which was overpaid was not accompanied by a complete return, he shall not allow any interest thereon.
- G. Delinquent Returns; Late Fee; Penalty.
- (1) Delinquent tax returns shall be subject to a late filing fee, as prescribed in the Fee, Forfeiture and Deposit Schedule. The tax imposed by this Chapter shall become delinquent if not paid:
    - (a) In the case of a timely filed return, within thirty (30) days after the due date of the return, or within thirty (30) days after the expiration of an extension period if one is granted.
    - (b) In the case of no return filed or a return filed late, by the due date of the return.
  - (2) If no return is filed, or a return is filed late, or an incorrect return is filed, the entire tax finally determined shall be subject to a penalty of twenty-five percent (25%) of the tax, exclusive of interest or other penalties. If a person fails to file a return when due or files a false or fraudulent return with the intent in either case to defeat or evade the tax imposed by this Chapter, a penalty of fifty percent (50%) of the tax shall be added to the tax required to be paid, exclusive of interest and other penalties.

#### **§ 3-5-4. Records to be maintained.**

Every person liable for the tax imposed by this Section shall keep or cause to be kept such records, receipts, invoices and other pertinent papers in such form as the City Treasurer and this Chapter shall require. Such records shall be retained and made available for a period of five (5) years from the due date of a filing period.

#### **§ 3-5-5. Confidentiality maintained.**

- A. All tax returns, schedules, exhibits, writings or audit reports relating to such returns on file with the City Treasurer are deemed to be confidential, except the City Treasurer may divulge their contents to the following and no others:
- (1) The person who filed the return.
  - (2) Officers, agents or employees of the Federal Internal Revenue Service or the State Department of Revenue.
  - (3) Officers, employees or agents of the City Auditors.
  - (4) Such other public officials of the City of Monona when deemed necessary.
- B. No person having an administrative duty under this Section shall make known in any manner the business affairs, operations or information obtained by an investigation of records of any person on whom a tax is imposed by this Section or the amount or source of income, profits, losses,

expenditures or any particulars thereof, set forth or disclosed in any return, or to permit any return or copy thereof to be seen or examined by any person, except as provided above.

**§ 3-5-6. Distribution of Room Tax Collected.**

Upon receipt of the room taxes, the City shall retain for any public purpose determined by the Common Council the greater of either 30% or the maximum amount provided in section 66.0615(1m)(dm), Wis. Stats., and distribute the remainder to the Tourism Commission for tourism promotion and tourism development as defined in section 66.0615(1)(fm), Wis. Stats.

**§ 3-5-7. Tracking and Reporting of Room Tax Expenditures.**

The Tourism Commission shall account for, and maintain records of, the room tax revenue expenditures. The Tourism Commission shall provide a written report to the City Treasurer no less than annually, in a form and manner determined by the City Treasurer, of all expenditures of at least the minimum as set by 66.0615(4) and the impact of such expenditures on generating paid overnight stays within the City.

**§ 3-5-8. Penalties.**

Any person who is subject to the tax imposed by this Chapter who violates any provision of this Chapter, shall be subject to a forfeiture pursuant to § 1-4 . Each day, or portion thereof, that such violation continues is hereby deemed to constitute a separate offense.

**SECTION 2.** This ordinance shall take effect upon passage and publication as provided by law.

Adopted this \_\_\_\_\_ day of \_\_\_\_\_, 2016.

BY ORDER OF THE COMMON COUNCIL  
CITY OF MONONA, WISCONSIN

\_\_\_\_\_  
Robert E. Miller  
Mayor

ATTEST:

\_\_\_\_\_  
Joan Andrusz  
City Clerk

Approval Recommended By: Finance and Personnel Committee – //16  
Approved As To Form By: William S. Cole, City Attorney - 7/22/16

Council Action:

Date Introduced: 9-19-16

Date Approved: \_\_\_\_\_

Date Disapproved: \_\_\_\_\_

## ROOM TAX FREQUENTLY ASKED QUESTIONS

**Under the room tax law, does a tourism commission have any discretion with regard to spending room tax revenue the municipality has forwarded to it for tourism promotion and tourism development or must the commission forward all of the room tax dollars it receives to a tourism entity or other organization performing the functions of a tourism entity?**

While the room tax law is confusingly written and recent changes have not added clarity, a tourism commission has some discretion on how to spend the room tax revenue it receives from the city for tourism promotion and tourism development.

Under the room tax law municipalities have always had the option of creating a tourism commission to oversee the spending of room taxes collected by the municipality. The state budget 2015 Act 55, requires municipalities, beginning January 1, 2017, to forward the 70 percent of room tax revenue required to be spent on tourism promotion and tourism development to a tourism entity or a tourism commission. Under prior law, municipalities had the option of forwarding room tax revenues to tourism entities or tourism commissions, but were not required to do so.

The four provisions in the room tax law relevant to your question are set out below:

Sec. 66.0615(1m)(b)1. provides that "If a single municipality imposes a room tax under par. (a), the municipality may create a commission under par. (c). The commission shall contract with another organization to perform the functions of a tourism entity if no tourism entity exists in that municipality."

Sec. 66.0615(1m)(d)3. states that "A commission shall use the room tax revenue that it receives from a municipality for tourism promotion and tourism development in the zone or in the municipality."

Sec. 66.0615(1)(fm) defines "tourism promotion and tourism development" to mean: "any of the following that are significantly used by transient tourists and reasonably likely to generate paid overnight stays at more than one establishment on which a tax under sub. (1m) (a) may be imposed, that are owned by different persons and located within a municipality in which a tax under this section is in effect; or, if the municipality has only one such establishment, reasonably likely to generate paid overnight stays in that establishment:

1. Marketing projects, including advertising media buys, creation and distribution of printed or electronic promotional tourist materials, or efforts to recruit conventions, sporting events, or motorcoach groups.
2. Transient tourist informational services.

3. Tangible municipal development, including a convention center."

Sec. 66.0615(1m)(f) provides that "the commission may not use any of the room tax revenue to construct or develop a lodging facility."

When read together these provisions state that a commission must use room tax revenue for tourism promotion and tourism development and must contract with a tourism entity or, if none exists, another organization to market the community to tourists and travelers. A commission may spend room tax revenue on marketing, tourist information services, and "tangible municipal development" that is used by transient tourists and is reasonably likely to generate paid overnight stays at lodging establishments in the community. A commission is expressly prohibited from using room tax revenue to construct a lodging facility.

The room tax law is silent as to whether the commission must forward all or any room tax revenue to the tourism entity or other organization that the commission contracts with for destination marketing services. Indeed, the provisions quoted above indicate that the commission has some choices. The commission may choose to spend room tax revenue on tangible municipal development, including a convention center, but not a lodging facility.

While a tourism commission must contract with a tourism entity or other organization to market the community to tourists, it need not forward all or any of the room tax revenue it receives from the municipality to such establishments. A tourism commission has the option of using some or all of the room tax revenue it receives on "tangible municipal development" to be used by tourists and reasonably likely to generate paid overnight stays in local lodging establishments.

**Under the room tax law, does a tourism commission have the ability to contract with a municipal agency, such as an economic development, community development, or tourism department, for tourism marketing services in the absence of a tourism entity within the community?**

Yes, a tourism commission may contract with a municipal agency such as an economic development, community development, or tourism department for tourism marketing services in the absence of a tourism entity within the community. A tourism commission has discretion regarding what organization to contract with for tourism marketing services in the absence of a tourism entity.

ROOM TAX FREQUENTLY ASKED QUESTIONS (CONTINUED)

The room tax law states that a commission must use room tax revenue for tourism promotion and tourism development and must contract with a tourism entity or, if none exists, another "organization" to market the community to tourists and other travelers. The room tax law does not define the word "organization." Merriam-Webster's dictionary defines "organization" as "a company, business, club, etc., that is formed for a particular purpose."

An organization could be almost any public or private entity that is created for a particular purpose. If one of the goals or functions of a municipal department is marketing and promoting the community to tourists and recruiting conventions, conferences and other events, then a tourism commission may contract with such a municipal agency for tourism marketing services in the absence of a tourism entity.

**Under the room tax law, must a tourism commission contract with an existing tourism entity exclusively for tourism marketing services or may it also contract with other organizations for tourism marketing services?**

A tourism commission may contract with other organizations for tourism marketing services in addition to a tourism entity located within the community. Nothing in the room tax law prohibits a tourism commission from contracting with other organizations in addition to the local tourism entity for tourism marketing services.

The room tax law requires that a tourism commission use room tax revenue for tourism promotion and tourism development and contract with a tourism entity or, if none exists, another organization to market the community to tourists and other travelers. It seems fairly clear that if a tourism entity exists within the community the commission must contract with it for tourism marketing services. However, nothing in the room tax law suggests that a commission must exclusively contract with the existing tourism entity for tourism marketing services. A tourism commission's sole purposes is to use room tax revenues for tourism promotion and tourism development. If the commission believes that goal is best accomplished by working with other organizations in addition to the existing tourism entity for promoting the community to tourists, nothing in state law precludes it from making that decision.



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# Local Room Tax

(sec. 66.0615, Wis. Stats.)

Wisconsin Department of

# Revenue

## 2015 Wisconsin Act 55

Within the 2015-2017 budget (2015 Wisconsin Act 55), the state modified sec. 66.0615, Wis. Stats.

### Summary of Changes

- "Tourism promotion and development" is replaced with "tourism promotion and tourism development"
- Effective with taxes collected and expenditures made on January 1, 2017:
  - » A municipality must forward to a tourism entity or commission, any room tax revenue exceeding the amount the municipality may retain. This room tax revenue must be spent on tourism promotion and tourism development. It cannot be spent directly by the municipality.
  - » A municipality that collected room tax on May 13, 1994 and retained more than 30% for purposes other than tourism promotion and development, may continue to retain the greater of either 30% of its current year room tax revenues, **or**:

For Fiscal Year	Room Tax Amount Retained in Fiscal Year
FY2017	FY2014
FY2018	FY2013
FY2019	FY2012
FY2020	FY2011
FY2021 and forward	FY2010

- A tourism entity's governing body must include at least one owner or operator of a lodging facility that collects room tax and is located within the municipality

### Definitions

- **Tourism Entity** – a nonprofit organization that came into existence before January 1, 1992, spends at least 51% of its revenues on tourism promotion and tourism development, and provides destination marketing staff and services for the tourism industry in a municipality. **Exception:** If no such organization exists in a municipality on January 1, 2016, a municipality may contract with such an organization if one is created in the municipality.

✳ **Commission** – an entity created by one municipality (or by two or more municipalities in a zone) to coordinate tourism promotion and tourism development for the zone

- **Tourism Promotion and Tourism Development** – any of the items listed below that are significantly used by transient tourists and reasonably likely to generate paid overnight stays at more than one establishment where a tax may be imposed, that are owned by different persons and located within the municipality where a tax is in effect. **Note:** If the municipality has only one such establishment, it must be reasonably likely to generate paid overnight stays in that establishment.

✳ **Tourism promotion and tourism development includes:**

- » Marketing projects, including: advertising media buys; creation and distribution of printed or electronic promotional tourist materials; or efforts to recruit conventions, sporting events, or motor coach groups
- » Transient tourist informational services
- » Tangible municipal development, including a convention center

## New Reporting Requirements in 2017

Starting in 2017, every municipality that imposes room tax must file an annual report with the Wisconsin Department of Revenue (DOR). The form reporting 2016 activity is due May 1, 2017.

The following information from the previous year (2016) must be reported:

- Amount of room tax collected
- Room tax rate imposed
- Detailed accounting of:
  - » Amounts forwarded to a tourism entity or commission
  - » Expenditures of \$1,000 or more made by the tourism entity or commission
- For each tourism entity or commission that received room tax revenues in the previous year, a list of the commission's or tourism entity's governing body members, and the name of the business entity each member owns, operates, or is employed by (if any)
- For 2017 only, if a municipality collected room tax on May 13, 1994, the municipality must also attach:
  - » The room tax ordinance that was in effect on May 13, 1994
  - » A copy of the municipality's financial statement that was completed nearest to May 13, 1994 showing the percentage of room tax revenues the municipality retained for purposes other than tourism promotion and development

## Common Questions

### 1. What is local room tax?

A municipality (town, village, or city) may impose room tax on the privilege of furnishing at retail (except sales for resale), rooms or lodging to transients by hotelkeepers, motel operators and other persons furnishing accommodations that are available to the public. The tax may not exceed 8%, unless exempt under sec. 66.0615(1m)(am), Wis. Stats.

### 2. How does a municipality submit its annual room tax report?

DOR will provide an electronic form with instructions including how to complete and submit the annual room tax report.

### 3. Will annual room tax reports be available to the public?

Yes. Annual room tax reports will be available on the DOR website.

### 4. What does a municipality do if it cannot provide the room tax ordinance in effect on May 13, 1994?

The municipality should still complete and submit the annual room tax report. The municipality should still attach the financial statement that was completed nearest in time to May 13, 1994, which shows the percentage of room tax revenues retained by the municipality for purposes other than tourism promotion and development.

### 5. The annual room tax report requires a municipality to detail expenditures made by a tourism commission or tourism entity of \$1,000 or more. How should "Payroll" expenditures be recorded in the annual room tax report?

On the DOR e-file form, a municipality will be allowed to report 'Payroll' as one expenditure.

### 6. What happens if a municipality does not file the required annual room tax report?

If a municipality does not file the required annual report, DOR may impose a penalty of up to \$3,000.

**Ordinance No. 9-16-684**  
**Monona Common Council**

**AN ORDINANCE CREATING CHAPTER 2, SECTION 4-27 OF THE CODE OF  
ORDINANCES ESTABLISHING A TOURISM COMMISSION**

**WHEREAS**, the City of Monona collects Room Tax revenue pursuant to section 66.0615, Wis. Stats.; and,

**WHEREAS**, it is the intent of the City of Monona Common Council to coordinate tourism promotion and tourism; and,

**WHEREAS**, 2015 Wisconsin Act 55 requires municipalities, beginning January 1, 2017, to forward a portion of room tax revenue to a Tourism Commission for this function; and,

**WHEREAS**, the City of Monona currently does not have a Tourism Commission.

**NOW, THEREFORE**, the Common Council of the City of Monona, Dane County, Wisconsin, do ordain as follows:

**SECTION 1.** Section 2-4-27 of the Code of Ordinances is hereby created to read as follows:

**Sec. 2-4-27 [recodification section #18-19] Tourism Commission.**

- A. **Composition.** The Tourism Commission shall consist of five members, **one of whom may be a Council member**, and one of whom shall represent the Wisconsin hotel and motel industry. Members shall be as appointed under Section B. The Mayor and City Administrator or their designees shall be ex-officio non-voting members of the Commission.
- B. **Appointment; term of office.**
- (1) Members of the Commission shall be appointed by the Mayor, and shall be confirmed by a majority vote of the members of the Common Council who are present when the vote is taken.
  - (2) Commissioners shall serve for one-year terms beginning the third Tuesday in April, and may be reappointed.
  - (3) The Commission shall meet regularly, and, from among its members, it shall elect a chairperson, vice chairperson and secretary.
- C. **Functions and powers.**
- (1) The Commission shall coordinate tourism promotion and tourism development for the City as set forth in section 66.0615, Wis. Stats.
  - (2) The Commission shall monitor the collection of room taxes in the City, receive room tax revenue from the City and use it for tourism promotion and tourism development in the City. The Commission shall not use any of the room tax revenue to construct or develop a lodging facility.

- (3) The Commission shall review and recommend ordinances, expenditures of room taxes, and policies relating to the promotion of tourism in Monona to visitors and tourism development.
- (4) The Commission shall report annually to the City Treasurer the purposes and amounts for which room taxes revenues were spent.
- (5) The Commission shall report any room tax delinquencies or inaccurate reporting to the municipality.
- (6) The Commission shall contract with a qualified organization under 66.0615, Wis. Stats., to perform the functions of a tourism entity.

**SECTION 2.** This ordinance shall take effect upon passage and publication as provided by law.

Adopted this \_\_\_\_\_ day of \_\_\_\_\_, 2016.

BY ORDER OF THE COMMON COUNCIL  
CITY OF MONONA, WISCONSIN

\_\_\_\_\_  
Robert E. Miller  
Mayor

ATTEST:

\_\_\_\_\_  
Joan Andrusz  
City Clerk

Approval Recommended By: Finance and Personnel Committee – //16  
Approved As To Form By: William S. Cole, City Attorney - 7/27/16

Council Action:

Date Introduced: 9-19-16

Date Approved: \_\_\_\_\_

Date Disapproved: \_\_\_\_\_

**MONONA STRATEGIC PLAN UPDATE – 2016**

DEPARTMENT: Public Works		STAFF: Dan Stephany
<b>SECTION</b>	<b>STRATEGY / TACTIC ACCOMPLISHED:</b>	
1E	1. Streamline Permitting Process – Right of way permits have been modified and are now available on the City’s website. Everything can be done electronically.	
<b>SECTION</b>	<b>IN PROGRESS:</b>	<b>DEADLINE</b>
2A	1. Develop More Aggressive Street Maintenance Plan – Based on Budget Constraints	Street maintenance review occurs annually each fall to determine maintenance needs for the following year. Ongoing.
2A	2. Street Repair Gap – Investigate Gap to Learn What the True Issue is.	Ongoing. Repairs are based on funding and needed maintenance.
4E	3. Continue to Prioritize/Fund Storm Water Treatment	We have had projects annually. Engineering planned for Reach 64 in 2017, and construction in 2018. Review for storm water projects is completed annually.
4E	4. Educate Residents/Business Regarding Good Storm Water Practice	Ongoing – Website updates, newsletter articles, MAMSWAP and Clean Lakes Alliance education contribution.
4E	5. Improve Water Quality by Promoting Resident/Business Involvement	Ongoing, Cross connection surveys during water meter replacement, and newsletter and website articles.
6FG	6. Develop Efficient Schedule for Brush Pick-Up	Four scheduled collections each spring, summer and fall.
6FG	7. Replace/Increase Public Trees	Street trees review is ongoing. Trees that are removed are replaced with a new tree if there is adequate ground space and canopy space. Trees are considered for clear terrace areas.
6FG	8. Storm Water Plan	Ongoing – Storm Water Management Plan finalized in 2015.
6FG	9. Well House Improvements	Major project completed in 2015. Well 2 reservoir overflow is tentatively scheduled for DNR required modification in 2017. Review and upgrades will occur as needed.
6H	10. Implement Vehicle Replacement Schedule	Ongoing – Our points rating system is based on the APWA model. Vehicles and equipment are replaced based on the score of the rating system.
<b>SECTION</b>	<b>NEW PRIORITIES 2017 - 2019</b>	<b>DEADLINE</b>
	1. ????	