

Lance Leonhard

From: Lance Leonhard
Sent: Tuesday, September 5, 2023 9:55 AM
To: David Baker
Subject: RE: Good reader message to County Board

Supervisor Baker,

Thank you again for the feedback. Your examples clearly demonstrate the impact you are referring to in your previous message and the lack of value that the video provided you. I will seek an update from Director Klein on his team's progress on identifying a solution as soon as he returns from his scheduled time off.

I can assure you that staff's intent through the joint website project with the City of Wausau was not to reduce transparency but instead to enhance it. That said, in this instance I understand the team's work to implement the new site had a significant ancillary impact of reducing functionality and transparency for supervisors through the impact on Good Reader. Please understand that our staff take tremendous pride in their work and aim to deliver high-quality service to the public and certainly to county board members. As a leader on the board, your words carry significant weight. Simply put, I do not believe the implication that the team's intent in the project was to reduce transparency and impair the functioning of the Board of Supervisors and the City Council is accurate. That said, I understand that we need to find an answer for this issue.

Thank you again for your feedback and I will continue to have staff attempt to find viable solutions to this issue.

Sincerely,

Lance Leonhard
Administrator

From: David Baker <David.Baker@co.marathon.wi.us>
Sent: Tuesday, September 5, 2023 5:59 AM
To: Lance Leonhard <Lance.Leonhard@co.marathon.wi.us>
Cc: Gerard Klein <Gerard.Klein@co.marathon.wi.us>
Subject: Re: Good reader message to County Board

Administrator Leonhard,

The approach outlined in the video is not an acceptable solution and thus is of no value to me. I had actually already been using the method described in the video for a few files since the website changeover and associated GoodReader failure, so for that reason as well the training video provided no value to me.

As a test, please have someone transfer and move all of the monthly files previously synched by GoodReader by the method described and let me know how long it takes. In the test, please include transferring them when they are first posted and then again shortly before the meeting to capture any updates.

The effect, if not the intent, of disabling the GoodReader functionality is to reduce transparency and to make it more difficult for Supervisors to become aware of issues that impact our constituents, gather data, and provide oversight for County Operations.

Please restore the GoodReader functionality by the end of this week.

Sincerely,

David Baker
Marathon County Board Supervisor, District 23
715-574-3519

This email is not intended to seek the express or tacit agreement of any Marathon County Supervisor to vote for or against any pending or future issue. If you reply to or forward this email, please do so only in a manner that complies with applicable Wisconsin open meetings laws.

Zecchino v. Dane County Board of Supervisors ¶ 10 ... The essential feature of a "walking quorum" is the element of agreement among members of a body to act uniformly in sufficient numbers to reach a quorum. Where there is no such express or tacit agreement, exchanges among separate groups of members may take place without violating the open meetings law. ...

Zecchino v. Dane County Board of Supervisors ¶ 17 "Public officials are elected to make decisions. Good government demands that these officials discuss public issues and vote as each sees fit. We decline to address this issue further."

<https://www.wicourts.gov/ca/opinion/DisplayDocument.pdf?content=pdf&seqNo=208874>

On Sep 4, 2023, at 7:52 PM, Lance Leonhard <Lance.Leonhard@co.marathon.wi.us> wrote:

Supervisor Baker,

I understand and appreciate your frustration with the loss of the Good Reader functionality. Staff from CCIT met with staff and the respective Clerks from both the City and the County to discuss this issue, its relation to the website upgrade, our Server 2012 security upgrades, and the pending replacement of elected official hardware (currently iPads).

Given the significant impact that this loss of functionality would have on elected officials, during that meeting we challenged IT staff to put together a communication and training video as promptly as possible. From your comments it is clear that you found the training video to be inadequate, for which I again apologize. If you have specific feedback on aspects of the video that you would like staff to be mindful of when creating future videos, I would greatly appreciate receiving it, so as I could then discuss it with CCIT Director Klein. Moreover, your feedback may help me get a better sense of the needs and expectations of Supervisors with respect to such trainings, as I did have the opportunity to view the training video prior to its dissemination and thought that it would be particularly helpful to supervisors that are less comfortable with technology.

Thank you for considering my request for specific feedback and I apologize for falling short of your expectations in this regard.

Sincerely,

Lance Leonhard
Administrator

From: David Baker <David.Baker@co.marathon.wi.us>
Sent: Monday, September 4, 2023 4:39 PM
To: Gerard Klein <Gerard.Klein@co.marathon.wi.us>
Cc: Lance Leonhard <Lance.Leonhard@co.marathon.wi.us>
Subject: Re: Good reader message to County Board

Gerard,

This is a huge step backward in functionality and convenience.

I can not believe that we would release such a worthless training video.

Please consider reverting back to the previous website.

Sincerely,

David Baker
Marathon County Board Supervisor, District 23
715-574-3519

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On Sep 1, 2023, at 4:23 PM, Gerard Klein <Gerard.Klein@co.marathon.wi.us> wrote:

County Board members,

As you are likely aware, we recently launched new websites for both the City of Wausau and Marathon County websites. Unlike

our previous websites, these sites were designed and developed by a third-party vendor and reside on their servers. Due to the sites no longer being hosted internally on CCITC servers, the GoodReader application that has been made available on your county/city iPads no longer performs some of the processes you may have come to appreciate such as synching, opening the PDFs within the application automatically, and maintaining local copies that you have annotated within GoodReader.

After researching and evaluating potential solutions, we determined that we can no longer publish these documents in a manner that would reenable the sync function noted above without making significant changes and exposing our technology systems to potential security risk. The good news is that the other functions of GoodReader (such as saving local copies and annotating with comments) that assist you in your role as an Elected Official are still available, but need to be accessed differently. We have put together some step-by-step instructions to assist you in continuing to use GoodReader and navigating these changes. Click here for a short training video <https://www.citycountyit.org/GoodReader.aspx>

We will continue to look for a cost effective solution that would allow us to reenable the sync feature and will hopefully find one in the future. We appreciate your patience and understanding as we navigate this issue.

Gerry Klein
Director
City-County Information Technology Commission
(715) 261-6707
Email: gerard.klein@co.marathon.wi.us

CCITC Mission - We are one IT team bound together with one mission, to serve the community by helping our governmental partners use technology effectively

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