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I have lived in the city of Madison since the summer of 1978, my family have been at our current address for 30 years. I worked at The Wisconsin Department of Transportation for over 32 years at the Hill Farms building. Retiring in August of 2013, while working for DOT I moved up with DMV from an entry -level position to be part of the management team as a lead worker for the last 15 years.

So of the different job duties I had were contact with the public on the phone, via e-mail and face to face over the counter, helping them with anything from how to get their vehicles registration. to how to permit loads exceeding statutory size and/or weight limits.

As for the last 15 years on the management team as a lead worker, the work units were Central Vehicle Services, primer duties included: performing analysis and assisting in the administration and development of all unit activities relation to the Division of Motor vehicles vehicle restoration and driver programs. I was the DMV day to day liaison with the DOA's Enterprise Document Services for the planning and problem resolution of all DMV print and mailing operations, and some print and mail operation for other DOT divisions. I ended my career at DOT working for Motor Vehicle business Licenses unit overseeing a phone staff of about 20. duties included assisting unit supervisor in management of the unit's functions as they relate to Dealer Licenses programs. With the time I worked at DOT I was a member of many different teams, for being the Deputy Building Coordinator Fire Evacuation, to DMV Telephone Systems Partnership, Oversize Permit and the LRSC: Technical Advisory Group.

Since December of 1995 to present, my family has also run a animal care service taking care of customers dogs when they are away from home, as part of this we pay quarterly sales and use tax to the Dept. of Revenue. Gross Revenues for 2015 were \$25,000.

As of November of 2013, I work part time for Madison Metro as a school bus driver just for the school year. This is something that enjoy doing working with the kids each day.

Here is a list of neighborhood and civic experience that I have that I believe would be helpful to me as a alderperson, I was a member of the City of Madison Transit and Parking Commission from May 1997 to February 2006, Member of the Parking Council for Peoples with Disabilities January 1997 to February 2006 and Member of the Long Range Transportation Planning Commission April 2003 to February 2006. Past member of the Glenn Oaks Hills neighborhood association.

Currently I'm a member at the First Unitarian Society of Madison, were I'm on the Lay Ministry Team and also co-teach 6th grade class's on Saturdays.

My wife and I are also members of a Grandparents and other Relatives as Parents at The Rainbow Project in of Madison. I also set on the advisory panel for this group and go out and do public speaking as a member of this group.

As for my education, I completed high school in Cambridge spring of 1974 after moving from Chicago Il with my family the summer of 1972, I also have some collage courses that were taken as a employee at DOT, some of them are Registration Law course, Psychology of Human Relations, Health and Safety in the office environment, Customer Relation, Americans with

Disabilities Act and Leadership Development Program 2002 - 2003.

Now why do I think I would be a right person for alderperson until the spring of 2017. With my background at WIs DOT and the time spent on the TPC and LRTPC as well the PCPD, I can hit the ground running, with the understanding of how things work and what it take to get thing do. I have also done work with alders and county supervisors in the past. And I don't see myself as a longtime alderperson, just take this time and help out and move on. What do I want to accomplish in the next year, would be keep item and concerns for the district moving forward as well as bringing forward any new issues for the neighborhood.

Sincerely Yours

A handwritten signature in black ink, appearing to read 'Chris R. Carlsen', written in a cursive style.

Chris R Carlsen

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**OBJECTIVE:**

**EXPREIENCE**

The co-owner of PAW N MA PET CARE December 1995 to present  
My family and I run an animal care service. We keep track of bookings, supplies and billings on a computer; along with a profit and loss statement. I also have to pay a quarterly sales tax to the Dept. of Revenue. Gross Revenues for 2015 were \$25,000.

**Madison Metro**

Transit Operator

November 11, 2013 to Present

Part Time School Driver. Primary duties include driving school routes to pickup and deliver students to and from school.

**Wisconsin Department of Transportation**

January 26, 1981 to August 2,, 2013

**Motor Vehicle Business Licenses**

**January 14, 2011 to August 2, 2013 UNIT LEAD WORKER**

Primary duties include: performing analysis and assisting in the administration and development of all unit activities relation to the Division of Motor Vehicles Dealer Licensing programs. Assist unit supervisor in management of the unit's functions as they relate to Dealer Licenses programs. Oversee the call center of about 20 staff.

**Central Vehicle Services: Special Handling**

January 4, 1999 to January 14, 2011 TCR 4 TO TCR LEAD

Primary duties include: performing analysis and assisting in the administration and development of all unit activities relation to the Division of Motor Vehicles vehicle registration and driver programs. Assist unit supervisor in management of the unit's functions as they relate to vehicle and driver's programs. DMV day to day liaison with the DOA'S Enterprise Document Services (DEG) for the planning and problem resolution of all DMV print and mailing operations, and some print and mail operation for other DOT divisions. Advising and instructing staff in the planning of a new print and mail projects and facilitating with DOA for the implementation of new projects. Lead development and implementation of procedures to refine and improve DMV print and mail services. Lead review and insurance of contract compliance with third party vendors for contracted processing services. Serving on project teams to develop and implement major changes to the license prate and print and mail programs.

**Motor Carriers Permits**

**February 1992 to January 4, 1999 MVR5 TO TCR4**

Ability to assimilate Statue and Administrative Code. Review applicants and issue permits for loads exceeding statutory size and/or weight limits. Communicate extensively via a telephone, counter/letter with motor carriers' industry representatives, state and local government officials, enforcement, other units within the Department and the general public. Create, revise, produce and distribute guideline for inclusion in Processing Manual. Provide training of new employees and special interest groups, such as Fax permitting services and the State Patrol Academy. Establish and balance my own priorities between permit activities and guidelines development in response to varying workloads.

**Reg info unit**

**May 1987 to February 1992 MVR4 TO MVR5**

Provided verbal and written information and assistance to the public, local and out of state enforcement and motor vehicle agencies, and inter-agency personnel on all manners of registration, title and security interest questions: solve problems by researching title, registration and security interest history records to provide accurate documentation to reconstruct and correct records found in error.

**Motor Carrier Permits**

**February 1984 to May 1987 MVR3 TO MVR4**

This position issued registration credentials for all types of vehicles in the proration and reciprocity registration systems. The position also issues identification stamps and trip permits via counter, mail and wire service to interstate carriers for operation on Wis highways. Position was also responsible for development of personal computer programs for all appropriate section applications.

**One-Stop**

**March 1983 to February 1984 MNR1 TO MVR3**

This was an entry level processing position responsible for providing research and processing functions required to create the certificates of title for the least complex auto applications. This includes contact with the public via telephone and written correspondence. This position directly updates the computer data base, and creates date based information used by numerous private and public agencies. The work preformed facilitates and ensures the public's compliance with vehicle registration and title laws.

**Vehicle Registration****January 1981 to March 1983 CA1 to MVR1**

Perform alphabetical file maintenance activities including finding errors and correcting by direct date entry. Retrieve vehicle record information from microfiche. Interpret the information in response written, telephone, and teletype and walk-in customer requests. Assist in Motor Vehicle Registration Files subunits as required.

**TEAMS AT DOT**

**MTM:** These teams oversee work in MCSS Rm. 151. We meet twice a month to assess team activity and workload, coordinate any change with section wide impact, new things going on such as system changes, training of new workers. We also work out counter staffing between teams for the last year. A Team consists of Chiefs all Supervisors and lead workers and standing team representatives. I have been on this team for five years.

**Oversize Permits Team:** This team is at a high level of operation. We do daily work load distribution, training. Establish guidelines and activities.

**Performance Plus Team:** In the last year of my two year term, this year I am the team lead. We also are going over the Performance Plus letters that go out and updating them; also planning the spring party.

**DMV: Telephone Systems Partnership**

This team looked at all the phone systems that DOT had in a place. We then looked for ways to improve those we had. Also at a new system outside the state service; much like the one the Phone Company has in Janesville. One of the recommendations was the position in the Administrator's Office dedicated to oversee the support of all Division telephone systems, which was just implemented. Team was made up of the Chiefs, Supervisors and Program Assistance and I as the MCSS rep.

**LRSC: Technical Advisory Group:**

The primary purpose was to increase capacity of the database and do things such as local and highway system analysis, and fiscal estimates; getting GIS products from DOT. Our main emphasis was to build a database that has hooks, and allows other agencies with geographic capabilities to use it. This team was made up of Directors, Chiefs, Supervisors and line staff.

**Deputy Building Coordinator Fire Evacuation****July 1997 to 2006**

As a member of this team I helped rework the evacuation plan for DOT and did a presentation to the Secretary of Transportation and the Directors before they adopted the new plan. Cruelly I am the Chairperson.

**Member of the City of Madison Transit and Parking Commission:****May 1997 to 2006**

The general duty of the Transit and Parking Commission to develop, and recommend to the Common Council policies on the various elements of the transit and parking facilities for the purpose of providing for the safe, efficient and economical movement of persons and goods in the City of Madison and the metropolitan area consistent with the Commission's mission to support the City's distinct and quality neighbors where people want to live, work, do business, learn and play by providing comfortable, safe and efficient transportation. We also have public hearing before we recommend changes.

**Member of the City of Madison Parking Council for People with Disabilities** **January 1997 to 2006**

This council shall give advice and recommendations on the location of those spaces reserved for use by a motor vehicle used by a physically disabled person that are subject to any time limitations imposed pursuant to Sce.346.50(3m) (b), Wis Statutes. We have also come up with a new Disabled Parking Information brochure for the City of Madison. We also work with the Madison Police Department to start Disable Parking Enforcement group; as well as working with State law makers to make the misuse of disable parking cards and plates tougher and tighten up the insurance of them to start with.

**Member of the Long Range Transportation Planning Commission****April 2003 to 2006**

Develop and recommend to the Plan Commission, Transit and Parking Commission, Ped/Bike/Motor Vehicle Commission and Building of Public Works policies on various elements of long range transportation planning for all modes, including, but not limited to transit parking pedestrian bicycle and motor vehicles, as well as special initiatives.

**Member of First Unitarian Society Madison**

Member of the Lay Ministry Team  
Co-Teach 6th Grade class on Saturdays

**Member of Grandparents And Other Relatives as Parents at The Rainbow Project Inc.**

Member of advisory panel for this group

**Relevant Training and Experience**

Registration Law Course  
Introduction to NT/Word                      Health and Safety in the Office Environment  
Team Building and Better Relations      Leadership Development Program 2002 - 2003  
SECC volunteer  
Customer Relation at DOT  
Psychology of Human Relations  
First Aid/CPR Recertification  
Americans with Disabilities Act