

Melendez, Yadira

From: Krouse, Randy
Sent: Wednesday, July 24, 2024 1:04 PM
To: Westmoreland, Lamont; Rodriguez, Danielle; Bauman, Robert; Melendez, Yadira
Subject: RE: GTM LINK for Public Works Committee Special Meeting for Thursday, July 25, 2024 @10AM

Greetings Alderman Westmoreland,

I was made aware that there was an issue with a couple Service Requests records that were resolved incorrectly by our staff. Please rest assured that there are indeed quality control checks in place to review these records with the inspectors (especially with our newest staff members still in their training period). This is often done either through daily spot checks or a more thorough weekly review of inspection photos. If an inspection is resolved incorrectly by our staff and the error is clear, these requests would be reactivated by the Forestry Technician and reassigned for inspection. Additional training and coaching sessions always accompany these instances.

As far as using temporary seasonal Manpower staff to assist Forestry Technicians during busiest time of the year, this has been the way the vast majority of Tall Grass inspections have been resolved. It would be nearly impossible to handle the spring/early summer workload of service requests and administrative work in any sort of timely fashion without their vital assistance during the months of April through July (typically into August as well). As the complaints begin to dwindle heading into fall, these temporary staff members are reassigned by Manpower to other positions until the following Spring when they are needed again (often-times they even work in the Tow Lots or other positions with City of Milwaukee until they come back to Forestry). We currently have 5 Manpower staff temporarily assisting our Forestry Technician team.

Our team of Forestry Technicians consists of just 7 staff members that are responsible for a broad spectrum of numerous types of inspections and contractor follow-up. These include the inspecting and citing of hazardous trees throughout the city; inspections of alleys and sidewalks for vegetation encroachments of public right-of-ways; tall grass and weed inspections on private properties; inspecting and confirming contractor maintenance of 4,200+ city-owned properties; inspections and referrals of illegal dumping on city lots; along with all of the follow-up re-inspections of each violation and the contract coordination for code enforcement abatement; and more. Our Manpower staff are primarily responsible with assisting with the workload of the initial inspection for tall grass and weed complaints. A Forestry Technician only would inspect Hazard Tree requests, Encroachment requests, and City Lot contractor follow up while Manpower inspectors resolve as many of the Tall Grass requests as they can.

For additional context, since May 1st of this year, our Forestry Technicians have received 5,885 total Tall Grass and Weeds complaints, 377 Vegetation Encroachment complaints, and 64 Hazardous Tree complaints. We have also inspected all 4,200+ City Lots during 5 City Lot Mowing cycles so far. Without the assistance of our Manpower staff, response times to the each citizen complaint would be considerably much longer, and of course due to the severity and potential danger of the situation the Technicians would still have to prioritize all Hazard Tree complaints first.

	CITY-WIDE TOTALS	Grass	Encr.	Haz Trees	Snow
2024	Total Posted	1743	178	30	1

	Total Service Requests	5885	377	64	4
	Violations from lagan	1590	113	19	0
	Violations from sweep	19	25	0	0
	Done by owner	746	42	6	0
July 24, 2024	Sent to Contractor	817	28	30	1
	Done by Contractor	406	17	20	0

As always, I would happily discuss our processes with you further especially if you are unsatisfied with a certain aspect of our approach.

Respectfully,
Randy

Randy Krouse
Forestry Services Manager
ISA Certified Arborist
ISA Tree Risk Assessment Qualified
414-286-8499



From: Westmoreland, Lamont <Lamont.Westmoreland@milwaukee.gov>
Sent: Wednesday, July 24, 2024 12:24 PM
To: Rodriguez, Danielle <DRodri@milwaukee.gov>; Bauman, Robert <rjbauma@milwaukee.gov>; Krouse, Randy <rkrous@milwaukee.gov>; Melendez, Yadira <Yadira.Melendez@milwaukee.gov>
Subject: Re: GTM LINK for Public Works Committee Special Meeting for Thursday, July 25, 2024 @10AM

Hi Danielle,

I'm okay with holding - but first - there isn't one person within DPW that can tell answer the following questions?

- 1) How many temps are being used?
- 2) Which departments are using them?
- 3) Why is there a need for temps?
- 4) What is the protocol with temps (working alone, someone checking up on their work etc)

Lamont Westmoreland
Alderman, District 5
Milwaukee Common Council

200 East Wells Street, Room 205
Milwaukee, WI 53202
Office: 414-286-3870
Email: Lamont.Westmoreland@milwaukee.gov

<https://city.milwaukee.gov>
<https://twitter.com/cityofmilwaukee>

Sent from my Verizon, Samsung Galaxy smartphone
Get [Outlook for Android](#)

From: Rodriguez, Danielle <DRodri@milwaukee.gov>
Sent: Wednesday, July 24, 2024 10:23:54 AM
To: Westmoreland, Lamont <Lamont.Westmoreland@milwaukee.gov>; Bauman, Robert <rjbauma@milwaukee.gov>; Krouse, Randy <rkrous@milwaukee.gov>
Subject: Fwd: GTM LINK for Public Works Committee Special Meeting for Thursday, July 25, 2024 @10AM

Gentlemen
Myself and the Forestry managers have a scheduling conflict for the special PW meeting and will not be able to attend. The team is attending a round table event and hosting federal officials from the USDA.

I will have Randy reach out to you directly Alderman Westmoreland so you don't have to wait for answers to your questions. The forestry managers will be prepared for this file at the next regular meeting.

Danielle R
Sent from a tiny keyboard on my iPhone

From: Rodriguez, Danielle <DRodri@milwaukee.gov>
Sent: Wednesday, July 24, 2024 9:23 AM
To: Melendez, Yadira <Yadira.Melendez@milwaukee.gov>
Subject: Re: GTM LINK for Public Works Committee Special Meeting for Thursday, July 25, 2024 @10AM

Good morning!
Can we ask for that file to be held? Our forestry services manager and I aren't available to attend.

Danielle R
Sent from a tiny keyboard on my iPhone

From: Melendez, Yadira <Yadira.Melendez@milwaukee.gov>
Sent: Tuesday, July 23, 2024 2:43:42 PM
To: Rodriguez, Danielle <DRodri@milwaukee.gov>
Subject: FW: GTM LINK for Public Works Committee Special Meeting for Thursday, July 25, 2024 @10AM

Hi Danielle,

I hope that you are doing well. Please see Ald. Westmoreland comments below. I have also attached the amended agenda for the special meeting.

See you soon!