



DEPARTMENT OF

# NEIGHBORHOOD SERVICES

**ENGAGING NEIGHBORHOODS** • **ENSURING SAFETY** • **ENHANCING DEVELOPMENT**

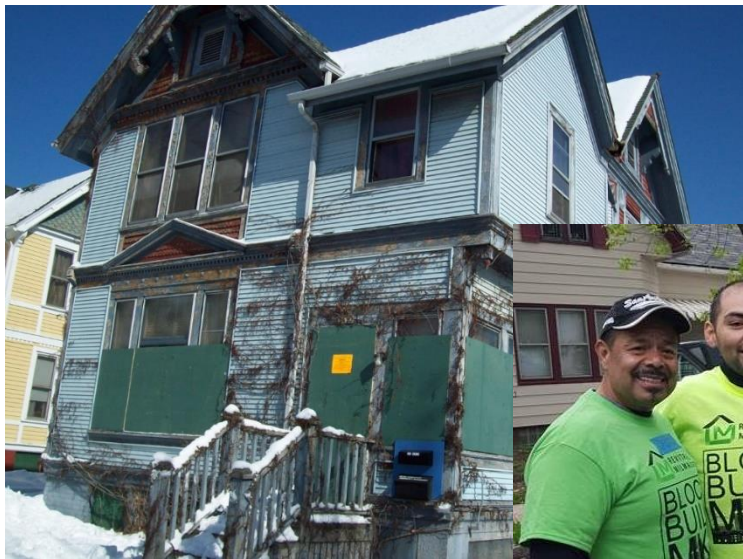
[MILWAUKEE.GOV/DNS](http://MILWAUKEE.GOV/DNS)

# **Department Of Neighborhood Services**

---

**2019 Budget Overview  
Finance & Personnel Committee  
October 9, 2018**

# Community Goals and Objectives





# Community Goals and Objectives

<b>Measure</b>	<b>2017 Actual</b>	<b>2018 Projected</b>	<b>2019 Planned</b>
Average days to respond to complaints	12.4	8.5	9
Orders issued	26,022	30,000	30,000
Number of vacant buildings	2,721	3,000	3,000
Properties receiving compliance loans	49	54	54

# 2019 Budget Summary

	<b>2018 ADOPTED BUDGET</b>	<b>2019 PROPOSED BUDGET</b>	<b>DIFFERENCE (amount, %)</b>
<b>FTEs – O&amp;M</b>	201.35	194.02	-7.33 (-3.6%)
<b>FTEs - Other</b>	50.15	59.48	9.33 (18.6%)
<b>Salaries &amp; Wages</b>	\$11,345,230	\$11,263,588	-\$81,732 (-0.7%)
<b>Fringe Benefits</b>	5,218,847	5,068,615	-150,232 (-2.9%)
<b>Operating Expenditures</b>	1,286,200	1,233,313	-52,887 (-4.1%)
<b>Equipment</b>	11,000	0	-11,000 (-100%)
<b>Special Funds</b>	1,962,000	2,000,000	38,000 (1.9%)
<b>TOTAL</b>	\$19,823,367	\$19,565,516	-\$257,851 (-1.3%)

# Special Purpose Accounts

	<b>2018 ADOPTED BUDGET</b>	<b>2019 PROPOSED BUDGET</b>	<b>DIFFERENCE (amount, %)</b>
<b>Graffiti Abatement</b>	\$65,000	\$65,000	\$0 (0%)
<b>Maint. Of Essential Utility Services</b>	\$55,000	\$55,000	\$0 (0%)
<b>Total SPAs</b>	\$120,000	\$120,000	\$0 (0%)

# Revenues

	<b>2018 ADOPTED BUDGET</b>	<b>2019 PROPOSED BUDGET</b>	<b>DIFFERENCE (amount, %)</b>
<b>Charges for Services</b>	\$16,191,000	\$14,024,000	-\$2,167,000 (-13.4%)
<b>Licenses &amp; Permits</b>	8,720,400	8,465,000	-255,400 (-2.9%)
<b>Intergovernmental</b>	1,130,00	1,200,000	70,000 (+6.2%)
<b>TOTAL</b>	\$26,041,400	\$23,689,000	-\$2,352,400 (-9.0%)

# Capital Improvement Projects

## ❑ Concentrated Blight Elimination

- \$1,000,000 for demolition/deconstruction
  - Decrease of \$200,000 (16.7%)
  - Estimated 25 demolitions and deconstructions

## ❑ Compliance Loan Program

- \$800,000 for loans to improve housing conditions and preserve owner-occupancy
  - No change from 2018 funding level
  - Estimated 54 loans



# Demolition/Deconstruction

- ❑ As of September 2018:
  - 53 primary structures demolished\*
  - 5 properties deconstructed\*
  - \*Note: Majority of properties razed with 2017 funding
- ❑ RFP recently released for a larger quantity of deconstruction.

# Compliance Loan Program (CLP)

**Assist low-income owner occupants correct building code violations.**

## Requirements:

- 50% AMI
- Current on taxes or approved payment plan
- Homeowner or single-family or duplex
- Open DNS building code violation

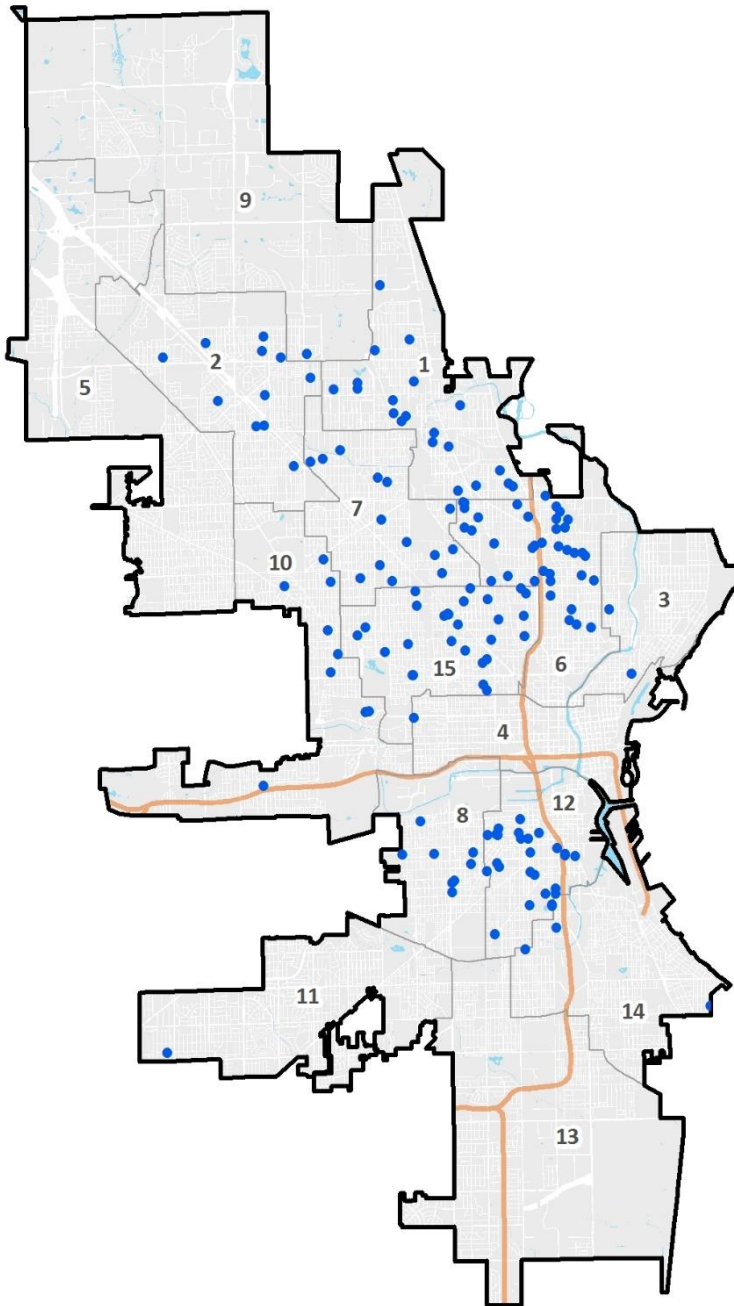
## The Loan:

- Up to \$15,000
- Payable upon transfer or sale

2018 Loans	
Number of loans	38
Average loan amount	\$13,700
Total amount of loans	\$518,800
Loan Recipient Characteristics	
Average age of loan recipients	61 years
Average household size	2.0
Average length of home ownership	20 years
Median annual household income	\$20,600
Housing Characteristics	
Percent single-family homes	58%
Median year built	1907
Median total property assessment	\$36,100
Average total property assessment	\$40,600

# CITY OF MILWAUKEE

## Compliance Loan Program (2014 - 2018 YTD)



### LEGEND

- Compliance Loan
- ▭ City Limit
- ▭ Aldermanic District
- ↘ Interstate



Source: City of Milwaukee - DNS (data through August 31, 2018)

Prepared by City of Milwaukee DOA-BMD-kqp, 10/03/18

# Budget Changes

- ❑ Bucks Arena Project positions eliminated
  - 4 positions added for arena project eliminated
  - 1 Plan Examiner III retained and moved to Development Center
  
- ❑ Downspout Disconnection
  - 12 positions added for new downspout disconnection program
  - MMSD mandate; funded by Sewer Maintenance Fund
  
- ❑ Lead Abatement
  - Two additional Neighborhood Improvement Project Inspector positions added in 2018 reflected in 2019 budget

# Budget Changes

- ❑ Development Center
  - Staff capacity increased
  - Improved support for businesses to facilitate timely plan examination and permitting
- ❑ City Cleanliness initiative
  - Process improvements to expedite abatement of nuisance garbage violations
  - Enhanced illegal dumping abatement efforts
  - \$200,000 in CDBG Reprogramming for clean-ups
- ❑ Residential Code Enforcement
  - Eliminate funding for six Code Enforcement Inspector positions
  - Reduced scope and frequency of vacant building inspections



DEPARTMENT OF

**NEIGHBORHOOD SERVICES**

[milwaukee.gov/DNS](http://milwaukee.gov/DNS)



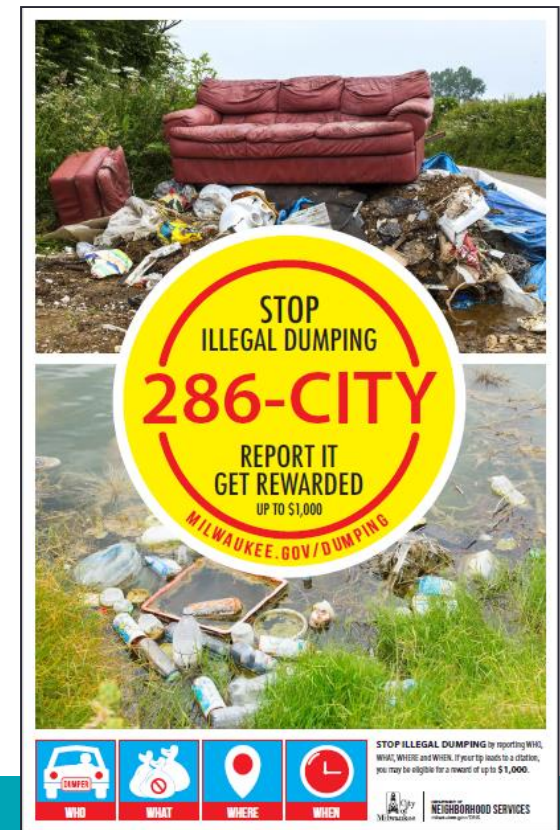
# Service Excellence

- ❑ DNS is committed to Service Excellence in all areas of our business:
  - Lens of the Customer
  - Everything Speaks
  - Service Saves
  - Identified internal “Service Stars”



# Illegal Dumping Enforcement and Reward Program

- Total complaints via dumping webpage = 69
- Number of citations issued = 4 (one is pending)
- Number of rewards issued = 3 (one is pending)
- Reward amount = \$1,000 each
- 2018 Total Reward Amount Dispersed = \$3,000

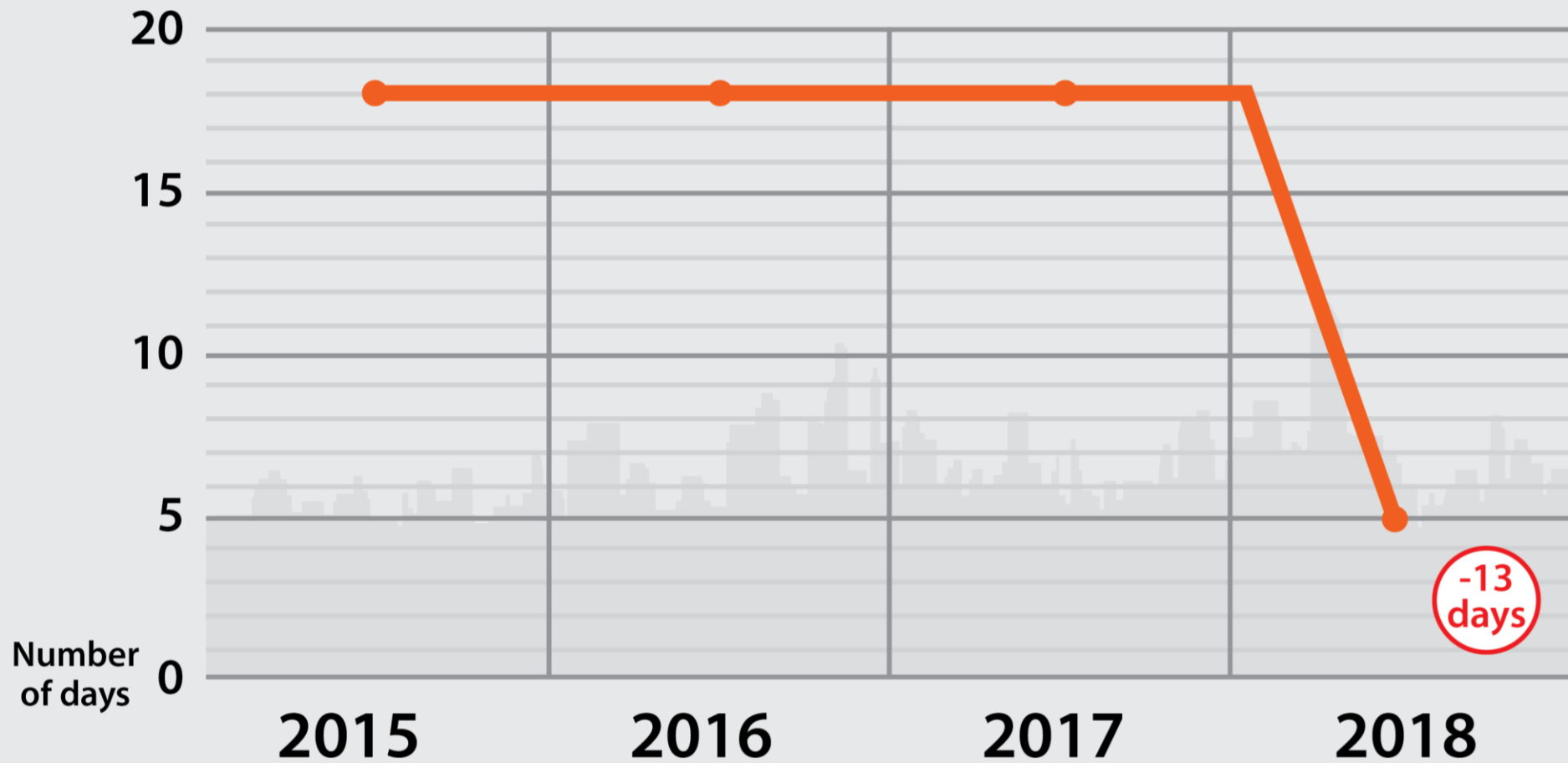




# Illegal Dumping Video



## Garbage - # Days from Inspection to Contractor Clean-up



# Development Center/Trades

## ❑ Successes

- New management team
- Customer centric approach
- Commercial walk-in service
- Preliminary review/project strategy meetings
- Outside agency partners

## ❑ Opportunities

- Staffing – meeting review time targets
- Refining current processes/workflows
- Implementing new customer oriented technology



# Ziggy Cleanup/Big Clean MKE







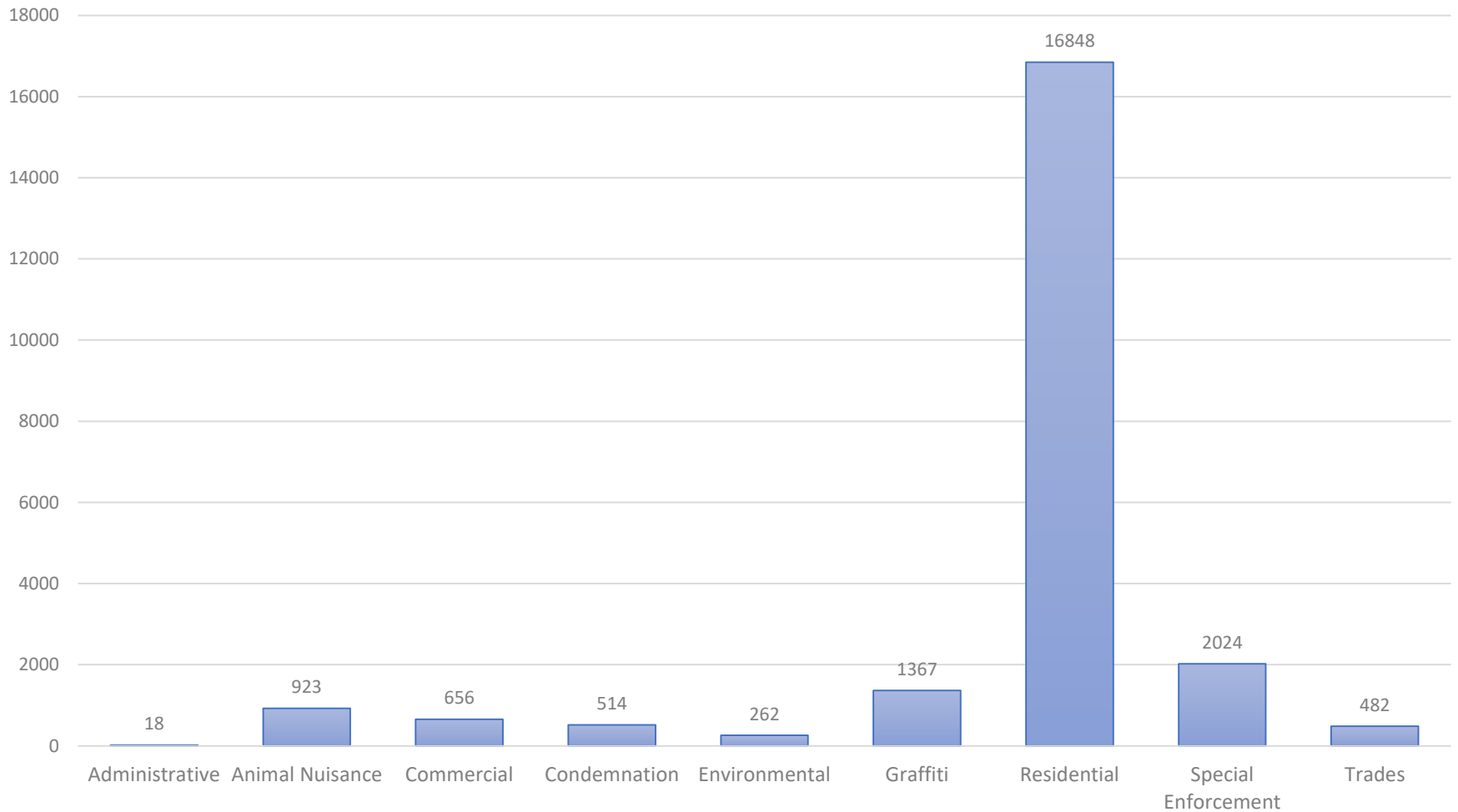
DEPARTMENT OF  
**NEIGHBORHOOD SERVICES**

**ENGAGING NEIGHBORHOODS** • **ENSURING SAFETY** • **ENHANCING DEVELOPMENT**

**MILWAUKEE.GOV/DNS**

# DNS Complaints by Section

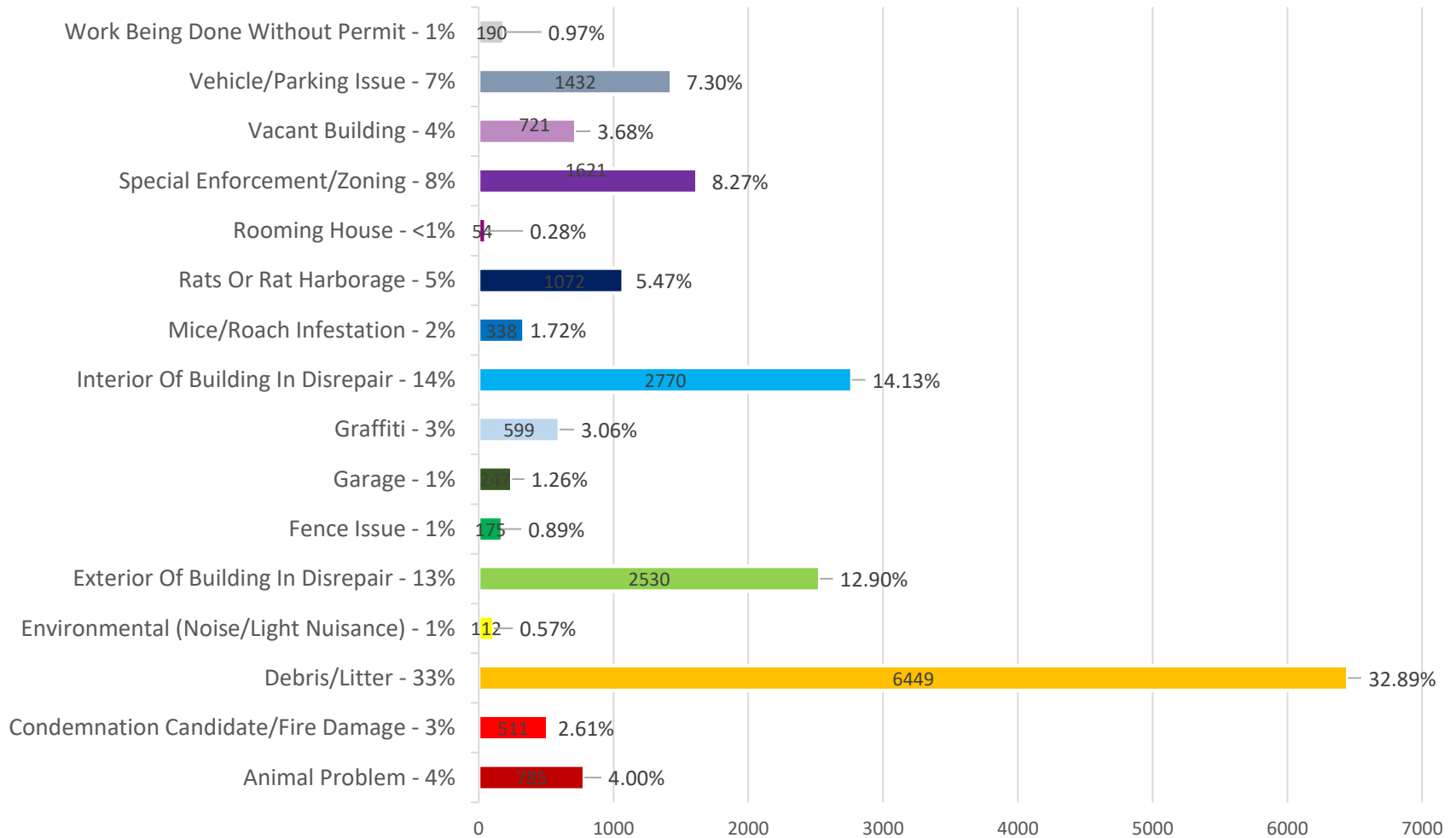
DNS Complaints  
through July 2018



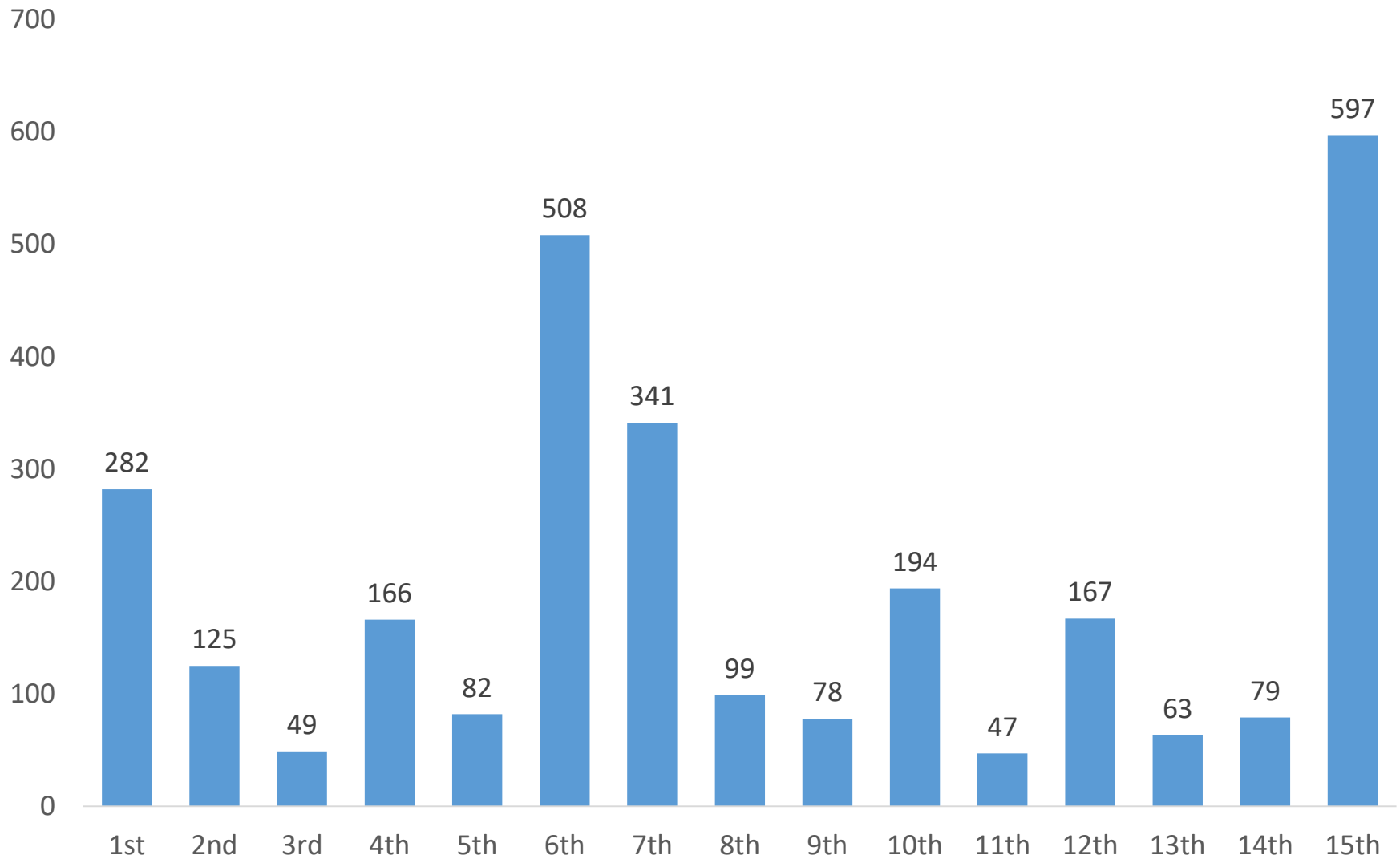
# Top 5 DNS Complaints

- 1) Garbage and debris
- 2) Interior of building in disrepair
- 3) Exterior of building in disrepair
- 4) Special Enforcement/Zoning
- 5) Nuisance Vehicles

# DNS Complaints by Type

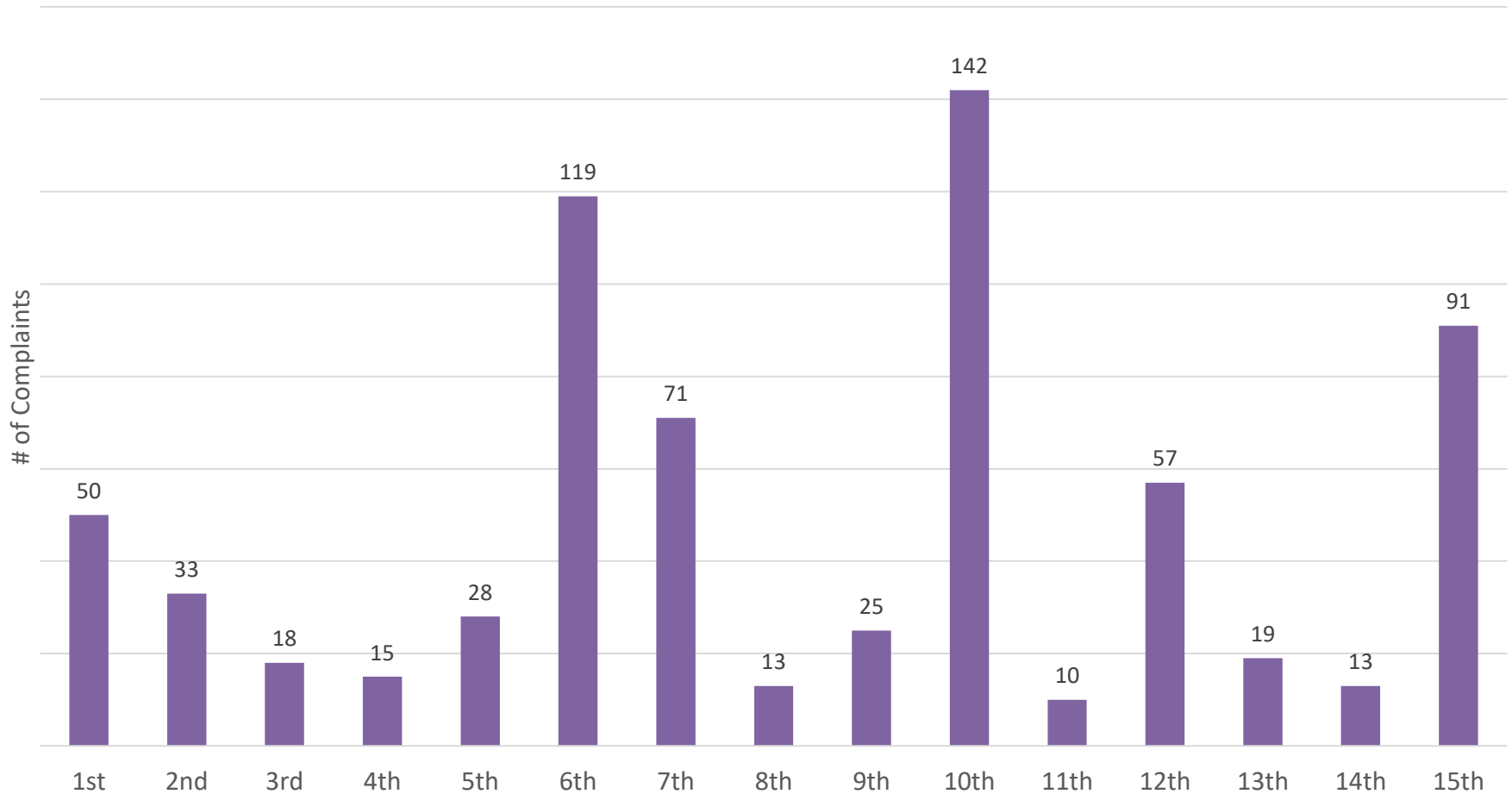


# Vacant Buildings by Aldermanic District



# Vacant Building Complaints by District

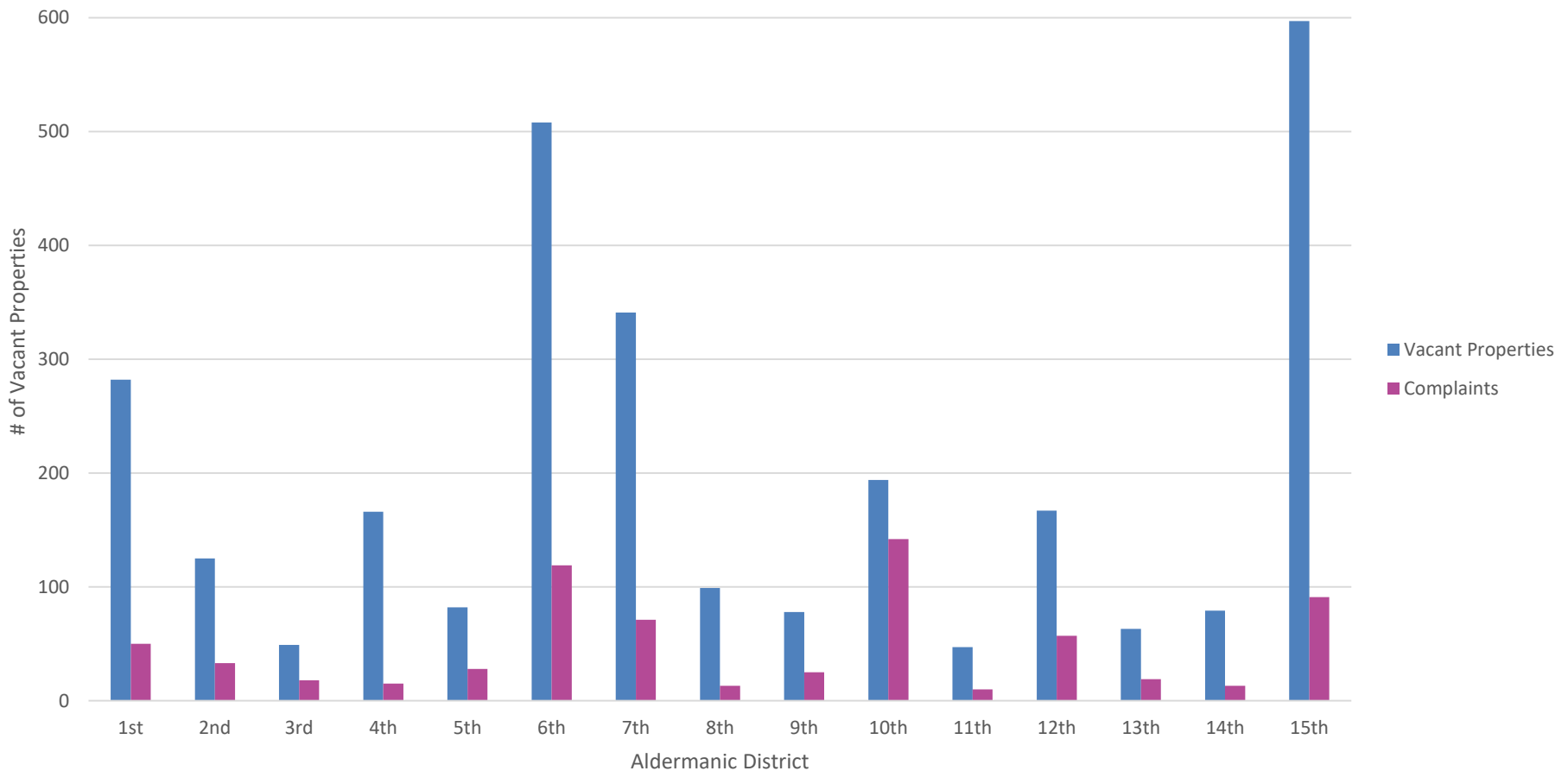
Vacant Building Complaints  
through July 2018





# Vacant Building Complaints by District

Comparison between Vacant Buildings and  
Vacant Building Complaints



# Compliance Loan Program (CLP) - Before & After



# Compliance Loan Program (CLP) - Before & After





# Medical College of Wisconsin Eviction Data

- ❑ DNS, MCW, and Legal Action of Wisconsin have collaborated to research retaliatory eviction.
- ❑ Initial data points to a correlation between calls for service and eviction.



# Monitoring of Problem Landlords

DNS collaborated with other City departments and City Attorney's Office to actively monitor problem landlords

**Elijah Mohammad Rashaed**



Photo: Mike De Sisti /  
Milwaukee Journal Sentinel

**Ken Churchill**



Photo: Milwaukee Journal Sentinel

**Mohammed Choudry**



Photo: Mike De Sisti /  
Milwaukee Journal Sentinel

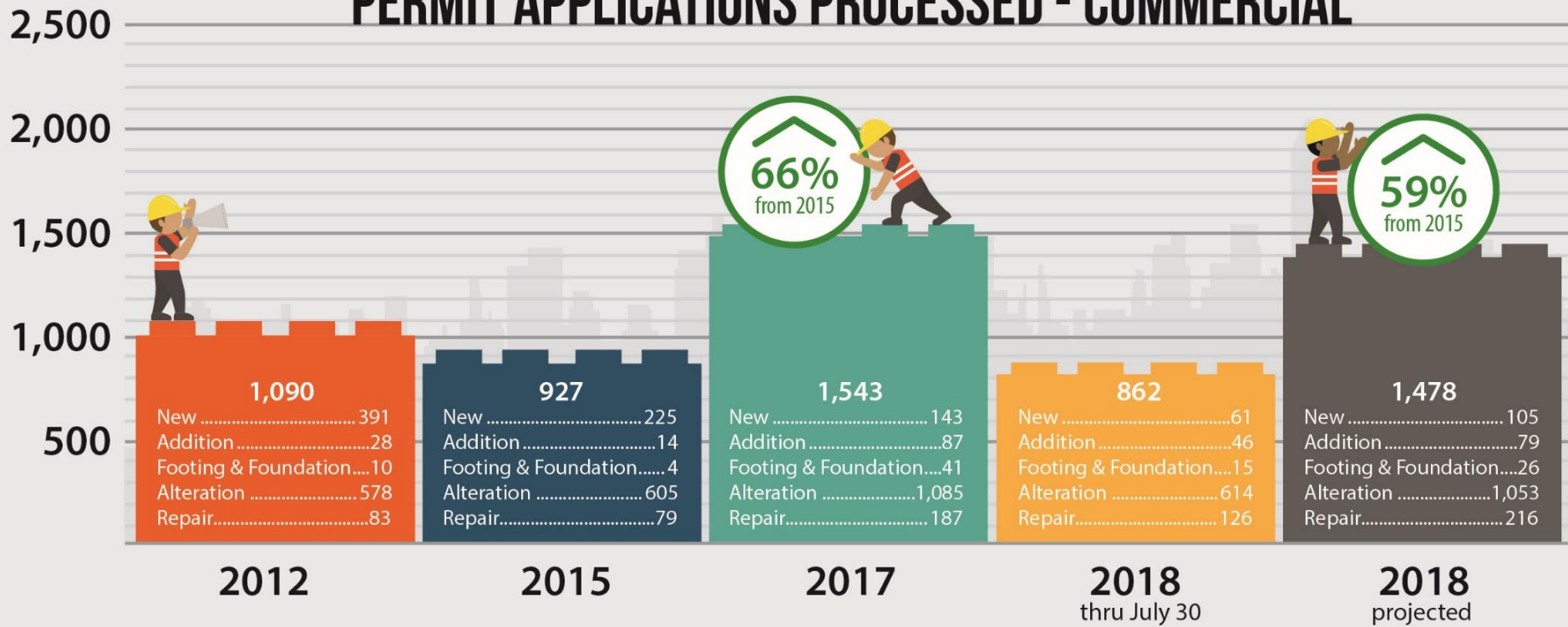
**Will Sherard**



Photo: Michael Sears /  
Milwaukee Journal Sentinel

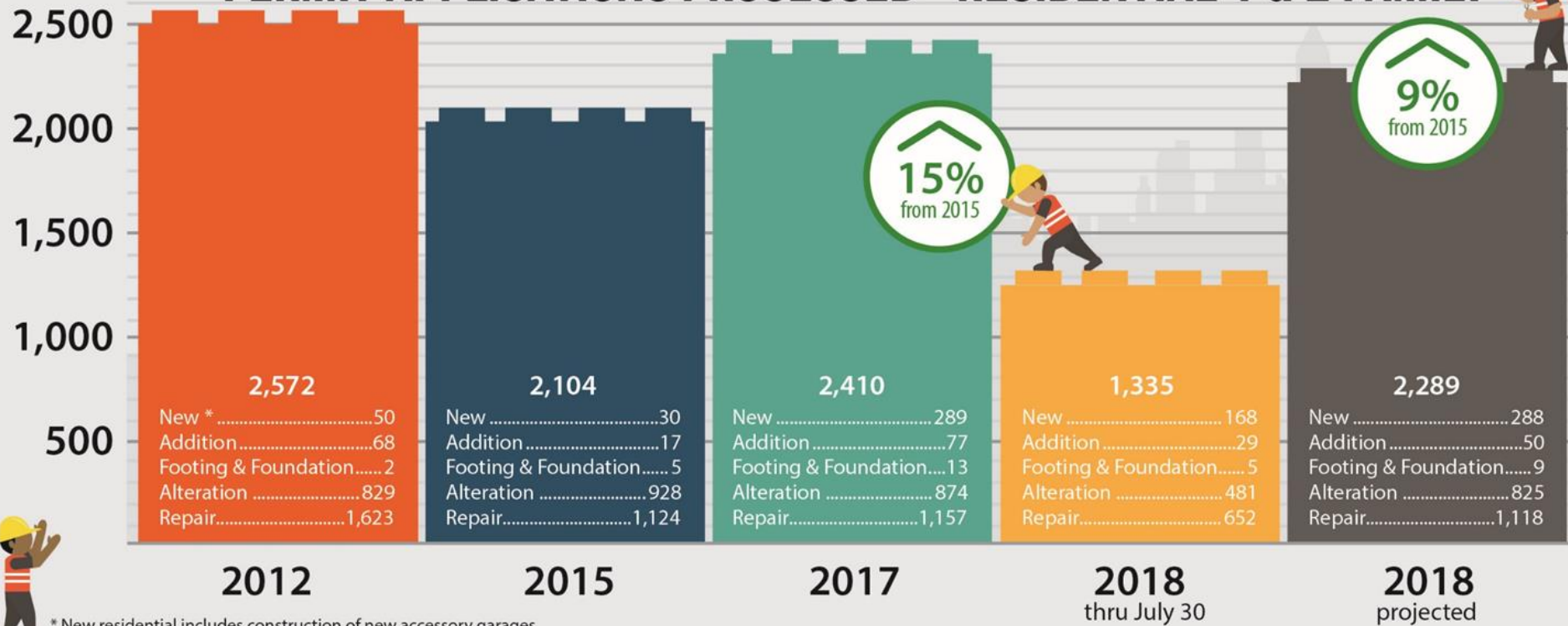
# Development Center - Permitting

## PERMIT APPLICATIONS PROCESSED - COMMERCIAL



# Development Center - Permitting

## PERMIT APPLICATIONS PROCESSED - RESIDENTIAL 1 & 2 FAMILY





# Lunch & Learn

- ❑ Series exploring current development opportunities and challenges.
- ❑ Topics include zoning, basic building code, and more!
- ❑ Looking to expand the audience to include ACRE students and alumni, etc.





# Residential Rental Inspection (RRI)

- ❑ RRI ran from January 1, 2010 – March 2016
- ❑ DNS hired 4 inspectors and administrative staff
- ❑ Issued 4-year certificates for properties without code violations
- ❑ Charged based on the actual costs of inspection (\$85 inspection fee for every unit inspected), for a cost-neutral program.

# Residential Rental Inspection (RRI)

- ❑ After the passage of 2015 Wisconsin Act 176, programs such as RRI were prohibited.
- ❑ 2017 Wisconsin Act 317 created an allowance for rental inspection programs under *limited circumstances*.
  - Target areas could be identified, although they require specific justification
  - Scope of inspections must be limited and only “habitability violations” can be cited. Maintenance violations do not qualify.
  - Initial inspection fees are limited to \$75 per unit and may only be charged when violations are not corrected.
  - Occupants may refuse inspection. No fees may be charged when entry is refused.