

RESEARCH AND ANALYSIS SECTION – LEGISLATIVE REFERENCE BUREAU

Executive Summary: 2010 Proposed Budget – Department of Neighborhood Services

1. **New Programs:** DNS is proposing beginning 2 new programs in January of 2010, both of which will first require the approval of the Common Council via budget amendment and code enactments. The first is the Vacant Building Registration Program. The program's goal is to provide a deterrent to property owners not adequately maintaining vacant buildings. The program will require buildings to be registered with DNS. DNS will conduct interior and exterior inspections of the building and issue orders if violations exist. There is no fee for initial registration which is valid for 6 months. Renewals will be required at a fee of \$250 every 6 months. DNS estimates revenues of \$325,000 and a personnel cost of \$303,731 for 4 Code Enforcement Inspectors and one Office Assistant III in its first year.

The second new program is the Residential Rental Inspection Pilot Program. The program's goal is to deter landlords from illegally and improperly maintaining rental units, ensure safe housing and minimize the adverse impact of rental housing. The program is being proposed in a pilot area surrounding the University of Wisconsin – Milwaukee. The fee will be \$85 per unit with DNS conducting interior and exterior inspections of the units and issuing orders if violations exist. The department estimates a first year revenue of \$163,880 and personnel costs of \$191,213 for 3 Code Enforcement Inspector positions for the first year. **Please see pages 4 and 5 for details on these new programs.**

2. **Personnel and Personnel Reductions:** The 2010 Proposed Budget for Net Salaries and Wages is \$7,817,370, a decrease of \$224,782 (-2.8%), from the \$8,042,152 funded in the 2009 Budget. The 2010 Proposed Budget contains 240 positions, an increase of 11, or 4.8%, from the 229 in the 2009 Budget. These 11 positions are unfunded and associated with the 2 new proposed programs. There are 157.5 O&M FTEs, compared to 169.58 in the 2009 Budget, a decrease of 12.08 (-7.1%). There are 34.5 non-O&M FTEs, compared to 33.5 in the 2009 Budget, an increase of one (3%). The change is accounted for by the movement of positions to grants.

The graffiti abatement positions (one Special Enforcement Inspector and one Administrative Assistant II) have been removed from the operating budget and grant funded through CDBG from American Recovery and Reinvestment Act funds. After 2 years there is not a continuation of these grant funds.

The following positions are not funded in the 2010 Budget.

- Three Residential Code Enforcement Inspector II positions. There is an expectation that it will increase complaint response times in this section from 9 days to 10.5 days.
- Two Commercial Code Enforcement Inspector II positions. The priority of staff in this section will be required to be fire prevention inspections in order to maintain \$1 million of state funding. Therefore it is expected to greatly increase complaint response times in this section from 9.3 days to upwards of 30 days.
- Three Nuisance Control Officer II positions, representing 2.5 FTEs. There is an expectation that it will increase complaint response times in this section from 5.1 days to 5.9 days. **Please see pages 5 and 6 for additional and detailed personnel changes.**

3. **Department Services:** Department activities include Nuisance Control Services, Code Enforcement Inspection Services and Construction Trades Inspection Services. New services proposed are a Vacant Building Registration Program and a Residential Rental Inspection Pilot Program referenced in item #1. **Please see pages 4 and 5 for further information on newly proposed programs. (Pages 3, 4 & 5)**
4. **Total Expenditures:** The 2010 Proposed Budget for DNS is \$13,826,142, a decrease of \$278,189 (-2%) from the \$14,104,331 funded in the 2009 Budget. **(Page 5)**
5. **Operating Expenditures:** The 2010 Proposed Budget for Operating Expenditures is \$908,650, an increase of \$49,754 (5.8%), from the \$858,896 funded in the 2009 Budget. The majority of increases are in General Office Expenses for the cost of new code books adopted by the State that deal with all manner of construction and professional services for inspector certifications and training. **(Page 6)**
6. **Equipment Purchases:** There is \$5,000 in the 2010 Proposed Budget for Network Hardware and Software. This is a \$55,000 (-91.7%) decrease from the \$60,000 in the 2009 Budget. **(Page 7)**
7. **Special Funds:** In the 2010 Proposed Budget, Special Funds provide \$1,890,000, an increase of \$44,000 (2.4%), from the \$1,846,000 in the 2009 Budget. The Community Sanitation Fund (\$30,000) has been eliminated. The Fund was used for neighborhood cleanups coordinated by Keep Greater Milwaukee Beautiful and other community groups. **(Page 7)**
8. **Grants:** The 2010 Proposed Budget provides an estimate of \$2,266,199 in grant funding, an increase of \$471,496 (26.3%) from the 2009 Budget funding of \$1,794,703. The increases are from the Code Enforcement Inspectors Targeted, Demolition and Graffiti Abatement. **(Pages 7 & 8)**
9. **Revenue:** Estimated revenue in the 2010 Proposed Budget is \$15,867,315, an increase of \$269,615 (1.7%) more than the 2009 Adopted of \$15,597,700. **(Pages 8 & 9)**
10. **Special Purpose Accounts:** Special Purpose Accounts are funded at \$1,295,000 in the 2010 Proposed Budget, an increase of \$765,000 (144.3%) from \$530,000 in the 2009 Budget. Increases are primarily due to the Razing & Vacant Building Protection Fund. In 2009, the funds in this SPA were reduced due to an influx of federal dollars from the Housing Economic Recovery Act (HERA) that could be used for razing. These funds are now being replaced in the 2010 Budget. **(Pages 9 & 10)**
11. **Capital Accounts:** DNS has one capital account for 2010. It is for a security upgrade at the Anderson Municipal Building at a cost of \$76,141. A recent security incident identified the need for security upgrades to improve employee safety. **(Page 10)**
12. **Historical Information:** Historical information can be found at the end of the report. **(Pages 10 & 11)**

RESEARCH AND ANALYSIS SECTION – LEGISLATIVE REFERENCE BUREAU

2010 Proposed Budget: Department of Neighborhood Services (DNS)

	2008 Actual	2009 Budget	% Change	2010 Proposed	% Change
Operating	\$14,534,520	\$14,104,331	-3%	\$13,826,142	-2%
O&M Positions	155.71	169.58	-1.5%	157.5	-7.1%
Non-O&M Positions	26.93	33.5	-5.6%	34.5	3%
Positions	229	229	0%	240	4.8%

Mission: To enhance Milwaukee's competitive advantage as a vibrant urban community. To work in cooperation with public and private partnerships and neighborhood residents to promote investment and improve the physical, environmental and aesthetic conditions of Milwaukee's neighborhoods.

Department Services

DNS has received over 30,000 complaints or requests for service annually since 1999. The top complaints relate to garbage, graffiti, building conditions, vehicles, zoning, and animals. The primary service goal of DNS is to respond to complaints within 14 days. In 2008 the average was 8.4 days compared to 7.5 days in 2007. Through July of 2009 it was 8.6 days. Total complaints for the past 5 years are presented below.

2005	2006	2007	2008	2009 (as of 7/31/09)
34,241	34,241	33,677	34,252	22,011

The following are the primary services provided by the department:

Nuisance Control Services – These services include litter nuisance abatement, animal control, pest control, rodent control, chronic nuisance properties, nuisance vehicles and environmental health.

Litter Nuisance Enforcement: In 2008, there was a total of 5,747 complaints regarding garbage and litter with 5,741 cases closed. There were 11,499 orders issued and 11,549 orders closed.

Animal Control: DNS continues to investigate domestic animal bites and enforce all domestic animal control ordinances. The number of domestic animal bites investigated by the department in 2008 was 627, a decrease of 18, or 2.8%, over 2007. As of 7/31/09, the total was 400.

Nuisance Vehicles: The nuisance orders issued and vehicles towed for the past 5 years are presented in the table below. As can be seen, the majority of citizens comply once an order is issued.

	2005	2006	2007	2008	2009 (as of 7/31/09)
Orders Issued	2,754	2,258	1,723	1,259	1,121
Vehicles Towed by City	397	340	223	164	201
Percentage of Vehicles Towed by City	14.4%	15%	12.9%	13%	18%

Chronic Nuisance Property Code: DNS collects charges made against chronic nuisance properties. In 2008, chronic nuisance charges for the Police Department were \$21,238, a decrease of 11.5% from \$24,011 in 2007. This amount represents police cost to provide the services and the DNS administrative fee of \$25 per case.

Code Enforcement Inspection Services – These services include residential code enforcement, code compliance, court enforcement, commercial code enforcement, graffiti abatement and fire prevention inspection.

Residential Code Enforcement: In 2008, there were 12,428 complaints relating to residential code enforcement and 12,328 cases closed. There were 19,120 orders issued and 17,937 orders closed. The orders issued were 2.2% fewer than in 2007 but the orders closed were 11.7% fewer than in 2007. The main reason for fewer orders being closed is likely due to the increase in orders related to mortgage foreclosures. DNS is not getting cooperation from the financial institutions so the orders remain open on monthly reinspections. The section performed 46,105 total inspections.

Commercial Code Enforcement: In 2008, there was a total of 1,190 related requests for service with 1,204 cases closed. There were 6,958 orders issued and 7,097 orders closed. The section performed 14,912 total inspections.

Court Enforcement: In 2008, there were a total of 2,176 municipal court cases, 1,499 as the result of summons and complaints (non-compliance of orders) and 677 as a result of citations issued.

Graffiti Abatement: In 2008, there were 4,869 requests for services a slight decrease of 112, or 2.2%, from 2007. However, each request actually represents multiple incidences of graffiti requiring removal. As of July 31, 2009 there have been 4,166 requests for services. This is an increase of 1,245 from the same time last year, representing a increase of 42.6%. This year has seen an unprecedented increase in graffiti activity.

Construction Trades Inspection Services – These services include construction, electrical, boiler, elevator, plumbing and commercial code enforcement as well as fire prevention.

Construction Inspection: In 2008, there was a total of 624 related requests for service. There were 6,598 permits received and 7,805 permits closed. A total of 369 orders were issued and 391 orders closed. The section performed a total of 20,657 inspections.

Electrical Inspection: In 2008, there was a total of 500 related requests for service. There were 10,308 permits received and 10,078 permits closed. A total of 686 orders were issued and 703 orders closed. The section performed a total of 17,981 inspections.

Plumbing Inspection: In 2008, there was a total of 414 related requests for service. There were 7,970 permits received and 8,019 permits closed. A total of 3,569 orders were issued and 3,640 orders closed. The section performed a total of 27,861 inspections.

Newly Proposed Services – The department is proposing 2 new programs for 2010 both of which would require approval of the Common Council. If approved, via code enactment, a budget amendment will then be required to provide funding the programs and the new staff and revenues generated by the programs to cover the personnel. The programs are as follows:

Vacant Building Registration Program: As a result of the downturn in the housing market, the number of vacant buildings is increasing. If abandoned or not maintained, they create a blight, require the expenditure of additional City resources and threaten public health, safety and welfare. The program's goal is to provide a deterrent to property owners not adequately maintaining vacant buildings. The program will require buildings that are vacant for a specified time to be registered with DNS. DNS will conduct interior and exterior inspections of the building and issue orders if violations exist. There is no fee for registration which is valid for 6 months. After that time a renewal will be required at a fee of \$250 which is also valid for 6 months. It is estimated that there are 1,000 vacant residential buildings and 300 vacant commercial buildings that would initially qualify for this program. The department plans on beginning the program in February of 2010. It estimates revenues of \$325,000 and a personnel cost of \$303,731 for 4 Code Enforcement Inspectors and one Office Assistant III in its first year.

Residential Rental Inspection Pilot Program: Certain areas of the City have a high concentration of rental properties which increases the risk of fire and other safety hazards as well as dangerous or unsatisfactory housing conditions. The program's goal is to deter landlords from illegally and improperly maintaining rental units, ensure safe housing and minimize the adverse impact of rental housing. The program is being proposed in a pilot area surrounding the University of Wisconsin – Milwaukee. There are an estimated 1,926 rental units in the pilot area anticipated for the inspections in the program's first year. The fee will be \$85 per unit with DNS conducting interior and exterior inspections of the units and issuing orders if violations exist. A certificate would be issued for 4 years, if no disqualifying violations are found. If disqualifying violations are found, a 1-year certificate would be issued after these violations are corrected. This would not prevent the department from conducting additional inspections at any time if complaints are made. The department estimates a first year revenue of \$163,880 and personnel costs of \$191,213 for 3 Code Enforcement Inspector positions for the first year.

2010 Proposed Budget

Total Expenditures

The 2010 Proposed Budget for DNS is \$13,826,142, a decrease of \$278,189 (-2%) from the \$14,104,331 funded in the 2009 Budget.

Personnel

1. The 2010 Proposed Budget for Net Salaries and Wages is \$7,817,370, a decrease of \$224,782 (-2.8%), from the \$8,042,152 funded in the 2009 Budget.
2. The 2010 Proposed Budget contains 240 positions, an increase of 11, or 4.8%, from the 229 in the 2009 Budget. These 11 positions are unfunded and associated with the 2 new proposed programs. There are 157.5 O&M FTEs, compared to 169.58 in the 2009 Budget, a decrease of 12.08 (-7.1%). There are 34.5 non-O&M FTEs, compared to 33.5 in the 2009 Budget, an increase of one (3%). The change is accounted for by the movement of positions to grants.
3. The graffiti abatement positions (one Special Enforcement Inspector and one Administrative Assistant II) have been removed from the operating budget and are

funded through CDBG from American Recovery and Reinvestment Act funds. After 2 years there is not a continuation of these grant funds.

4. Three Residential Code Enforcement Inspector II positions are not funded in the 2010 Budget. These positions are presently vacant. There is an expectation that it will increase complaint response times in this section from 9 days to 10.5 days.
5. Two Commercial Code Enforcement Inspector II positions are not funded in the 2010 Budget. These positions are presently vacant. The priority of staff in this section will be to perform fire prevention inspections in order to maintain \$1 million of state funding. It is expected that complaint response times in this section will increase from 9.3 days to upwards of 30 days.
6. Three Nuisance Control Officer II positions, representing 2.5 FTEs, are not funded in the 2010 Budget. These positions are currently vacant. It is expected that complaint response times in this section will increase from 5.1 days to 5.9 days.
7. Two Office Assistant II positions, one in the Electrical Inspection Section and one in the Plumbing Inspection Section, are not funded in the 2010 Budget. One position is currently vacant and the other will be transferred to an open position in the Trades Division, resulting in no lay-offs.
8. One Graduate Intern position in the Administrative Section, representing 0.58 FTEs, is not funded in the 2010 Budget. The position is currently filled and will require a lay-off.
9. One Customer Service Representative II, representing 0.75 FTEs, and one Customer Service Representative I, representing 0.25 FTEs, are not funded in the 2010 Budget but will be transferred over to the new Unified Call Center in the 4th quarter of 2010.
10. The FTEs for various inspector positions are being shifted to non-O&M grant funding and the funding for 2 various inspector FTEs is being shifted back to O&M due to grant program constraints.

Operating Expenditures

The 2010 Proposed Budget for Operating Expenditures is \$908,650, an increase of \$49,754 (5.8%), from the \$858,896 funded in the 2009 Budget. The major items increased include:

1. General Office Expense, \$251,000, an increase of \$45,965 (22.4%) from the 2009 Budget of \$205,035. This increase is mainly due to the shifting of costs to the department for code books adopted by the State that deal with all manner of construction from tuition reimbursement where they had previously been charged. The Department of Employee Relations has informed DNS that it is not an appropriate use of tuition reimbursement money.
2. Professional Services, \$87,000, an increase of \$25,000 (40.3%) from the 2009 Budget of \$762,000. Additional expenditures relate to inspector certifications and training. State codes will be changing in 2010.

Equipment Purchases

There is \$5,000 in the 2010 Proposed Budget for Network Hardware and Software. This is a \$55,000 (-91.7%) decrease from the \$60,000 in the 2009 Budget. This is a reduction to meet budget constraints.

Special Funds

In the 2010 Proposed Budget, Special Funds provide \$1,890,000, an increase of \$44,000 (2.4%), from the \$1,846,000 in the 2009 Budget.

	2008 Actual	2009 Budget	2010 Proposed	% Change
Community Sanitation	\$27,931	\$30,000	\$0	-100%
MADACC	\$1,589,510	\$1,656,000	\$1,730,000	4.0%
Anderson Lake Tower	\$160,000	\$160,000	\$160,000	0.0%
Total	\$1,717,372	\$1,782,000	\$1,846,000	3.6%

1. Community Sanitation Fund, \$0, an elimination of \$30,000, 100%, from the 2009 Budget. The Fund was used for neighborhood cleanups coordinated by Keep Greater Milwaukee Beautiful and other community groups. This will probably impact neighborhood cleanliness. For example, in 2008, 98 tons of garbage, trash and litter were removed from what would otherwise be in the neighborhoods. Keep Greater Milwaukee Beautiful has played a significant role in the City's spring thaw cleanup efforts.
2. MADACC Animal Pound Contract, \$1,656,000, an increase of \$74,000 (4.5%) from the \$1,656,000 provided in the 2009 Budget. The funding supports a contract with the Milwaukee Area Domestic Animal Control Commission (MADACC) for the control of stray domestic animals. The City is one of 16 Milwaukee County communities that have a contract with MADACC. The potential increase has been estimated by the Budget and Management Division based on formulas that take into account the number of animals handled from each member community and the relative percentage of equalized value. The MADACC budget is generally not finalized until October. The number of animals impounded for the city in 2008 was 9,227, an increase of 51 (0.6%) from 2008.
3. Anderson Lake Tower, \$160,000, no change from the 2009 Budget. The funding is allocated for the maintenance costs at the Anderson Lake Tower building. The costs are for the custodial and maintenance services, utilities and water.

Grants

As in previous years, all of the requested grant funding is from CDBG. The 2010 Proposed Budget provides an estimate of \$2,266,199 in grant funding, an increase of \$471,496 (26.3%) from the 2009 Budget funding of \$1,794,703.

The following chart details the grant funding amounts from CDBG:

	2008 Budget	2009 Budget	2010 Proposed
Code Enforcement Inspectors Targeted	\$557,786	\$770,935	\$1,092,431
Community Advocates – Landlord/Tenant Compliance Program	\$47,500	\$47,500	\$47,500
Demolition	\$323,978	\$95,014	\$200,000
Graffiti Abatement	\$0*	\$0	\$150,000
Neighborhood Immediate Clean-up	\$66,497	\$69,290	\$69,290
Neighborhood Improvement Program	\$611,964	\$611,964	\$611,964
Receivership	\$89,716	\$95,014	\$95,014
Total	\$1,856,524	\$1,794,703	\$2,266,199

1. The Code Enforcement Inspectors Targeted program conducts inspections for community groups, in Targeted Investment Neighborhoods (TIN) and historically non-compliant properties. Beginning in 2009 it also includes the Landlord Training program.
2. The Community Advocates – Landlord/Tenant Compliance program passes on funding to Community Advocates to advocate for tenants and assist with the rent withholding program.
3. The Demolition program funds are used for the demolition of city-owned properties at the request of the Department of City Development. The decrease in funds for 2009 offset the funds the City received from the federal Housing and Economic Recovery Act (HERA). The increase in 2010 is restoring the funds lost through HERA.
4. The Graffiti Abatement program is receiving \$150,000 in 2010 through CDBG funding from the American Recovery and Reinvestment Act. It will receive another \$150,000 in 2011. The allocation provides for one Special Enforcement Inspector and one Office Assistant II. The O&M funding allocated for these positions in previous years will be used to increase the funding for the Graffiti SPA to \$170,000 for 2010. This funding is used to abate graffiti as well as for public awareness, prevention and education activities. The 2010 Proposed Budget also proposes that \$90,000 of CDBG funds go to funding community groups for graffiti abatement and that an additional \$50,000 of CDBG reprogramming funds go to funding DNS for graffiti abatement.
5. The Neighborhood Immediate Clean-up program funds seasonal inspectors in the spring and summer months to generate clean-up orders on the large volume of properties exhibiting litter, garbage and debris nuisances.
6. The Neighborhood Improvement Program has oversight of federally funded housing programs and funds inspectors to ensure compliance with federal regulations, write scopes of work and inspect and approve rehabilitation projects.
7. The Receivership program funds inspectors to work with police, city and district attorneys to help address problems at some of the city's most chronic nuisance properties. Examples are drug houses, illegal after-hours taverns and properties with gang activities.

Revenue

Estimated revenue in the 2010 Proposed Budget is \$15,867,315, an increase of \$269,615 (1.7%) from the 2009 Adopted of \$15,597,700. Department revenues exceed department expenditures. Estimates for Charges for Services and Licenses and Permits in the 2009 Proposed Budget are

based on historical data and recent trends. Intergovernmental Aids consist of the 2.0% fire dues paid to the city by the state. The following chart details historically the revenues for DNS.

Category	2008 Actual	2009 Adopted	2010 Proposed	% Change
Charges for Services	\$9,611,923	\$7,917,330	\$9,664,525	22.1%
Licenses and Permits	\$5,647,375	\$5,746,100	\$5,197,790	-9.9%
Intergovernmental Aids	\$1,007,509	\$1,040,000	\$1,005,000	-3.4%
Total	\$16,266,807	\$14,703,430	\$15,867,315	7.9%

Special Purpose Accounts

Special Purpose Accounts are funded at \$1,295,000 in the 2010 Proposed Budget, an increase of \$765,000 (144.3%) from \$530,000 in the 2009 Budget. The following chart details historically the Special Purpose Accounts for DNS.

	2008 Actual	2009 Budget	2010 Proposed	% Change
Graffiti Abatement	\$124,556	\$95,000	\$170,000	78.9%
Maintenance of Essential Services	\$41,563	\$75,000	\$75,000	0%
Razing & Vacant Building Protection	\$1,072,242	\$360,000	\$1,050,000	191.7%
Total	\$1,238,361	\$530,000	\$1,295,000	144.3%

1. Graffiti Abatement Fund, \$170,000, an increase of \$75,000 (79%) from the 2009 Budget. Originally, the 2009 Proposed Budget eliminated this Special Purpose Account. Through the passage of a higher 2009 Solid Waste Fee, the Common Council was able to restore funding to the account. The account funds grants to Business Improvement Districts (BIDs), partnership and outreach programs, city-ordered abatement, elderly/disabled abatement and graffiti “sweeps.” (Sweeps are quick abatement responses to graffiti vandalism sprees affecting multiple buildings.) DNS has found it increasing difficult to respond to a growing graffiti problem. Graffiti service requests often represent multiple incidences of graffiti that may be referred to many different parties for abatement outside the efforts of the Graffiti Abatement Fund. Referred parties include DPW, MMSD, Milwaukee County, Milwaukee County Transit, Business Improvement Districts, business owners and homeowners. In the 2010 Budget this function and its positions have been moved from the tax levy-supported DNS Operating Budget to a grant through CDBG from American Recovery and Reinvestment Act funds. The following chart details historically the requests for service made relating to graffiti abatement.

	2006	2007	2008	2009 (as of 7/31/09)
Service Requests	5,184	4,981	4,869	4,166

2. Maintenance of Essential Services, \$75,000, the same funding level as in the 2009 Budget. This account was established in 1995 to provide the department with funding needed to make repairs or provide needed maintenance of essential equipment (such as heating, electrical or sanitary facilities) whose failure would constitute a substantial threat to the health and safety to citizens, per section 200-21 of the Milwaukee Code. DNS can make

those repairs only after a landlord has been informed of the conditions and does not correct them. The cost of the repairs and an administrative fee is charged to the owner and placed on the owner's tax bill.

4. Razing & Vacant Building Protection Fund, \$1,050,000, an increase of \$690,000 (191.7%) from the \$360,000 in the 2009 Budget. In 2009, the funds in this SPA were reduced due to an influx of federal dollars from the Housing Economic Recovery Act (HERA) that could be used for razing. These funds are now being replaced in the 2010 Budget.

This fund generally covers the costs of razing privately owned buildings with raze orders placed on them. The cost of the razing and an administrative fee is charged to the property owner. If the cost is not paid and not able to be collected via a collection agency, the cost will be placed on the owner's tax bill.

The types of buildings that are demolished are primary and secondary structures. Primary structures are houses and commercial buildings. Secondary structures include garages and sheds. In 2008, 64 primary structures and 19 secondary structures were demolished for a total of 83 structures. This was 15 (22.1%) more than the 68 razed in 2007.

Capital Accounts

DNS has one capital account for 2010. It is for a security upgrade at the Anderson Municipal Building at a cost of \$76,141. A recent security incident identified the need for security upgrades to improve employee safety. A citizen threatened bodily harm to staff and then gained access to the employee-only area of the building. This facility houses approximately 80 staff from the Residential Inspection Division and the Nuisance and Environmental Health Division. Improvements include installing bullet resistant glazing and fiberglass on the 1st and 2nd floor reception areas, improved security card access and doors and security cameras.

Historical Information

1. In November of 2004, the capability for citizens to make requests for service online and for the City Clerk's Office and Mayor's Office to send requests via their Contrack system was made available by DNS. As of June 30, 2009, 16.4% of services requests are made using these computerized systems. The cost for outside contractors for this project was \$71,000.
2. In 2006, DNS implemented an E-Notify by Location Initiative. The city's E-Notify system is available to anyone with access to the internet and an e-mail account. DNS made it possible for users to enter individual property addresses and/or a geographic range around a property and receive e-mail notification when there are permits, violations, service requests or recorded ownership changes at the identified properties. This can help landlords, community groups, residents and others monitor their properties and their neighborhoods. The cost for outside contractors for this project was \$4,900.
3. Water Works uses DNS staff to provide cross connection inspections of drinking water for commercial buildings as required by the State of Wisconsin Administrative Regulations. This is known as the Cross Connection Control Program. Since 2007, DNS has had a total staff of 9 for this program including 6 Plumbing Inspectors. Additional staffing is not

expected. Water Works reimburses DNS for all program costs for this program. In 2008, the total reimbursed was \$749,375.

4. In the 2007 Budget, \$237,256 of \$267,256 (88.8%) of the funding from the Community Sanitation Special Fund was transferred to the Department of Public Works (DPW) to fund the abatement of non-City lots with garbage/debris nuisances. In addition, \$115,000 of \$711,735 (16.2%) from the Vacant Lot Maintenance Special Purpose Account was transferred to DPW to cover the costs of garbage/debris nuisances of City-owned vacant lots. Beginning in 2007, DNS has referred all nuisance garbage violations to DPW for abatement.
5. In the 2007 Budget, the Neighborhood Clean and Green Initiative Special Purpose Account was eliminated with the funds transferred to DPW and DNS. A total of \$10,000 was transferred to the DNS Community Sanitation Fund and \$75,000 to DPW for continued use in funding neighborhood cleanliness activities.
6. In 2007, \$10,000 was spent to allow DNS management to track Inspectors using GPS technology embedded in Inspectors' cellular phones. The goal was to determine if this technology can assist in identifying methods of improving the productivity of Inspectors. It also increases the ability to provide for Inspectors' safety. DNS used GPS cell phones to track Inspectors' activities in the field utilizing 28 GPS phones. DNS's assessment of the GPS cell phones in 2008 found that they did not get the benefit from them to justify their cost. They were replaced with regular cell phones in 2009.
7. On July 31, 2007, in Common Council File Number 070485, 23 DNS positions were approved for reclassification and pay increases. These were various managerial and supervisory positions that had been awaiting reclassification for a number of years. The total increase in costs for these reclassifications was \$26,000 for the remainder of 2007 and \$72,000 annually.
8. In 2008, Vacant Lot Maintenance responsibilities were transferred to DPW – Operations. These services include grass cutting, snow removal and other maintenance activities on approximately 3,100 city-owned vacant lots. The transfer included two positions, CDBG funding and funding in a Special Purpose Account, for a total funding of \$822,850.

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